



HASS Rubric: Pet Support Services

Who at the organization is responsible for responding to calls/emails requesting support?

Beginner

Tasks that require responding to calls, emails, or other messages requesting support are completed by individuals from various departments relevant to the request. There is not a dedicated staff or volunteer responsible for responses.

Intermediate

At least one part-time staff or volunteer is dedicated to tasks that require responding to calls, emails, or other messages requesting support. Responses outside of the part-time dedicated hours are completed by various departments relevant to the request through a triage system.

Advanced

At least one full-time staff or volunteer is dedicated to tasks that require responding to calls, emails, or other messages requesting support.

Additional Consideration

If your organization outsources customer support tasks to an external partner, use the above stages as benchmarks related to how much time the external partner contributes to your organization. For example, if the external partner contributes 20 hours per week to customer support, it would most appropriately align with “intermediate” as a part-time effort. If they manage all customer support, “advanced” may align best.