



Front Desk Assistant (Must be at least 16 years old to volunteer)

POSITION TYPE: Voluntary

POSITION REPORTS TO: Volunteer Coordinator/Manager

POSITION SUMMARY: Front Desk Assistants help staff greet the public, answer questions in-person and on the phone, accept public donations, and complete gift shop transactions.

- Greet the public in a courteous and respectful manner.
- Possess phone etiquette and ability to transcribe detailed messages for staff.
- Have basic knowledge of adoption, intake, and foster processes/procedures.
- Follow Cash Control procedures for donations and gift shop purchases.
- Assist customers with general organizational questions (hours, adoption process, etc).
- Directing all public questions about specific dogs to the Kennel Team Lead or Shelter Manager.
- Directing all public questions about specific cats/small animals to the Cat Mall Team Lead or Shelter Manager.
- Accepting adoption questionnaires containing sensitive personal information.

POSITION SPECIFICATIONS:

Volunteer must have the ability to interact with the public, staff and other volunteers in a courteous and respectful manner, even in stressful situations. He/She must also have the ability to communicate well and follow directions with minimal supervision. He/She must be patient when working with the public. Customer Service skills are a must.

TRAINING REQUIRED:

- Read and understand the volunteer manual and the Front Desk manual
- Attend Front Desk Training
- Shadow Front Desk volunteers for several shifts

WORKING CONDITIONS:

Work is mainly office based, subject to long periods of sitting.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 10 lbs, occasional lifting to 35 lbs. Frequent sitting and standing; occasional walking, bending, and stooping.

TIME COMMITMENT:

A commitment of at least 2.5 hours per shift is preferred, with a total commitment minimum of 4 hours a month.

Shifts available are:

Thursday 2:00 pm – 4:00 pm

Friday 2:00 pm – 4:00 pm

Saturday 12:00 pm – 2:00 pm & 2:00 pm – 4:00 pm

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