



VOLUNTEER OPPORTUNITY

COMMUNITY OUTREACH • ON CALL/AS NEEDED

You are energized by social situations. You enjoy being the first point of contact for customers to understand services offered. You answer questions with patience, accuracy and confidence. You are helpful, attentive, respectful and responsive. You value teamwork, empathy and integrity. You support the mission to protect the health, safety and welfare of people and animals.

Volunteer Shift(s) & Time Commitment

This is an on call/as needed opportunity. Booth Crew may be requested Sunday through Saturday with 24 hours' notice up to one weeks' notice. Approved volunteers will be required to share their availability with the Volunteer and Public Services Coordinator on a monthly basis.

Duties Include

- Greeting customers arriving at booth
- Representing the Department of Animal Services in a professional manner
- Engaging members of the public by educating them about the various ways we serve the community as well as promoting adoptable pets in our care
- Taking personal responsibility for providing a positive customer experience to employees, guests and team members by serving with HEART (helpfulness, expertise, attentiveness, respect and timeliness)
- Transporting animals to and from events
- Caring for and handling of animals during the duration of the event
- Assisting in the set up and take down of booth
- Educating the public about disaster preparedness, spay/neuter options and other Department programs
- Complying with all operational, security and safety policies

Desired Qualifications

- Must be an active volunteer for at least 6 months
- Valid driver's license with proof of insurance
- Excellent driving record – no preventable accident in past 12 months (County requirement may apply)
- Basic understanding animals, strong compassion and empathy for animals and people
- Ability to communicate clearly both in writing or verbally

Training

- Department animal behavior and enrichment videos
- Disease 101/Personal Protective Equipment
- Animal Information Board (AIB) Training
- Complete volunteer mentorship sessions
- Review County of San Diego Vehicle Usage Agreement
- Review County of San Diego Vehicle Accident Checklist

