



# VOLUNTEER OPPORTUNITY

## DOG OR CAT AMBASSADOR

You are kind, courteous and mature. You solve problems with grace and composure. You have empathy towards strangers and believe in providing a positive customer experience. You ensure customers know the most recent behavior and enrichment activities of the animals in our care to help them make the best adoption decision for their family. You value teamwork and integrity. You protect the health, safety and welfare of people and animals through your passion for effective communication and immediate support of team members, partners and customers.

### **Volunteer Shift(s) & Time Commitment**

Volunteers are required to sign up for a minimum of twelve volunteer hours per month.

### **Duties Include**

- Representing the Department of Animal Services in a professional manner
- Taking personal responsibility for providing a positive customer experience to guests and team members by serving with HEART (helpfulness, expertise, attentiveness, respect, and timeliness)
- Answering questions for customers about the age, breed and traits of dog/cats
- Providing current behavior and enrichment information on dogs/cats that customers are considering for an adoption interact

### **Desired Qualifications**

- Customer service background preferred
- Familiarity and comfort with the dogs and cats of various size, breed, behaviors
- Entering and exiting a kennel or cattery safely and without incident
- Ability to react quickly to avoid possible mishaps between animals and people

### **Training**

- Volunteer Orientation
- Disease 101/Personal Protective Equipment
- Animal Information Board (AIB) training
- Department dog/cat/rabbit behavior and enrichment videos
- Complete volunteer mentorship (4) sessions

