



VOLUNTEER OPPORTUNITY

GREETER

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 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 to ensure smooth operations.

Volunteer Shift(s) & Time Commitment

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

Duties Include

- Represent the Department of Animal Services in a professional manner
- Take personal responsibility for providing a positive customer experience to guests and team members by serving with HEART (helpfulness, expertise, attentiveness, respect, and timeliness)
- Greet customers arriving in the front office
- Direct customers to the appropriate area of the shelter
- Request visitors to sign in for assistance
- Count the number of visitors to the shelter each day
- Work in conjunction with Animal Service Representatives to efficiently guide customers to open service windows
- Communicate with Animal Care Attendants the needs of customers waiting for assistance

Desired Qualifications

- Customer service background preferred

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

