Volunteer Job Description

Humane Society of Sonoma County training methodology and philosophy is force-free and animal-friendly, utilizing primarily positive reinforcement. HSSC does not condone the use of aversive training methods, defined as "any circumstance or event that causes pain, fear, or emotional discomfort."

Position Title: Customer Care	Supervisor: Adoptions Manager, Amy Ludwick
Location: Front Desk	Time Commitment: 4-6 hrs weekly/ 6 month minimum

Position Description:
Supporting the adoptions team in answering the phone calls from the public and directing them to the right department. Assisting the public in answering questions specific to their needs.

Responsibilities:
- Answer calls coming into the shelter
- Check messages periodically and triage calls
- Return calls that can be answered by the Front Desk
- Assist callers with lost and found reports for animals
- Cross reference lost/found report including periodically searching on Craigslist, Josie's lost dog alert, other shelters within the county, etc.
- Check database for strays, adoptable animals, and previously adopted animals
- Assist guests with Paws to Shop purchases
- Check inventory and stock supplies (ex: Adoptions Packet, forms, supplies)
- Assist with bagging food for Pet Food Pantry
- Other duties as needed

Requirements:
- Good computer skills
- Ability to be trained on animal related resources, city/county rules, where to find information and Shelter Buddy
- Excellent customer service skills
- Ability to learn basic animal handling, and kennel enrichment
- Basic computer skills
- Must be able to work independently with little to no staff supervision

Benefits:
- Gain customer service skills
- Gain computer skills and shelter database experience
- Help the shelter animals find quality homes
- Acquire basic animal handling skills

Feedback/Evaluation: Periodic meeting to discuss changes and evaluate performance

Training:
Attend General Volunteer Orientation; schedule 1 on 1 training with Adoptions Manager.