



VOLUNTEER JOB DESCRIPTION

GOLD STAR VOLUNTEER (NORTH CAMPUS)

GENERAL DESCRIPTION

Reports to: Animal Care Team

Supervisor: Volunteer Department

Our Gold Star Volunteers are responsible for assisting staff in the care of and wellbeing of our adoptable and our quarantine dogs at North Campus. This position works closely with other Gold Star Volunteers, Dog Volunteers, Animal Care Team as well as the Volunteer Department.

SCHEDULE

As the volunteer's schedule allows. Directions for how to sign up for shifts is given during orientation. We recommend at least one shift a month to not forget protocols and procedures.

TRAINING REQUIRED

Must go through an info session and a Dog Orientation conducted by the Volunteer Department and a Gold Star Training conducted by the Shelter Manager to become a Gold Star Volunteer.

RESPONSIBILITIES AND DUTIES

- **You play a huge role in keeping our dogs safe, healthy & happy! Thank you for getting involved!**
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- Increase the dogs "adoptability" with positive reinforcement and spending quality time with each dog in inside or outside playpens and by working on basic Four on the Floor behavior.
- Report any signs of suspected illness (or injury) to Animal Care Team.
- Assisting staff in getting all dogs out for AM and PM walks.
- Assist new volunteers in getting started.
- Spot cleaning kennels and checking on the well-being of dogs.
- Clean the outside and inside area (eg. picking up dog poop, cleaning up pee and toys, taking trash-buckets to the dumpster, and cleaning water troughs).
- Clean puppy room.
- Add fresh water to bowls, wash kongs, take out trash, and assist with laundry as needed.
- Enrichments for dogs: fill and distribute Kong toys, make pupsicles or other treats (best during mid-day).
- Help with Photography & Bios for the dogs for our website.
- Give dogs baths upon staff request and guidance.
- Occasionally clean and sanitize dog crates, cat carriers, and litterboxes as needed behind Thrift.
- Clean cat and dog dishes in Dog Kitchen.
- **Provide exceptional customer service** during our business hours; help match up potential adopters with a new family member! Find a staff, or a Gold Star volunteer, if they want to meet a dog.
- Assist with other tasks as needed.
- Duties and tasks are subject to change per animal care team and the animals'/shelter's needs.



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QUALIFICATIONS AND EXPERIENCE

- Must love working around animals (specifically dogs)

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Must be in good health. Any allergic condition that would be aggravated from exposure or through contact with animals or chemicals used to sanitize facilities, vehicles or equipment, is a disqualification.
- By nature of the job, there is occasional exposure with dead, injured, sick, unruly, vicious, and/or dangerous animals in addition to exposure to parasites and infectious diseases.
- Must be willing and able to perform all duties including cleaning listed above.