GENERAL DESCRIPTION

Reports to: Foster Department
Supervisor: Volunteer Department

Our Foster Assistance volunteers help out in one of our key departments of our shelter. Thanks to our amazing fosters, we more than double the number of dogs and cats we can help. With more than 50% of our animals in foster homes at any time, our foster department is always incredibly busy. Our Foster Assistance volunteers help our foster department coordinate a very large foster program by helping them run the foster office. This position works closely with our foster coordinators as well as with both our animal care staff and vet team.

SCHEDULE

Foster volunteers have a set weekly schedule with one or more shifts that are worked out between the volunteer department and the volunteer based on availability and the foster department’s needs.

TRAINING REQUIRED

Must have gone through a cat or dog volunteer orientation (preferably both). Volunteers must also have completed at least 10 hours of volunteer service in animal care to get familiar with the shelter operations and layout. Once this is completed, volunteers can reach out to the volunteer department about joining the foster assistance team. Before setting up a weekly schedule, volunteers will receive both one-on-one and on-the-job training during weekends.

RESPONSIBILITIES AND DUTIES

- You play a huge role in keeping our busy foster program running smoothly as well as keeping both animals and fosters happy!
- Answer phone calls and emails.
- Greet and assist fosters when they enter the foster lobby.
- Restock foster supplies in foster lobby.
- Assist keeping the foster lobby clean and safe for animals and humans entering.
- Scheduling vaccine/vet check appointments.
- Schedule spay/neuter surgeries.
- Assist foster coordinators with sending animals out into foster homes.
- Potentially help the foster team with basic medical procedures.
- Assist in keeping our shelter software accurate by entering notes into shelterluv.
- Provide exceptional customer service during our business hours; help match up potential adopters with a new family member!
VOLUNTEER JOB DESCRIPTION
FOSTER ASSISTANCE (NORTH CAMPUS)

- Assist with other tasks as needed.
- Duties and tasks are subject to change per foster department’s and shelter needs.

QUALIFICATIONS AND EXPERIENCE

- Must love working around animals and be comfortable handling both dogs and cats.
- Must have great people skills, and be comfortable talking to people in person and on the phone/email.
- An interest in shelter medicine is preferred but not required.

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.