VOLUNTEER JOB DESCRIPTION
PetSmart Volunteer

GENERAL DESCRIPTION

Reports to: HSNCF PetSmart Event Staff

Our PetSmart Volunteers are responsible for the wellbeing of our adoptable cats, dogs, and puppies at the weekly PetSmart Adoption event. This position works closely with other individual volunteers, group volunteers, as well as staff at the event.

SCHEDULE

As the volunteer’s schedule allows. Note this position only has shifts available on the weekends during the adoption events. Directions for how to sign up for shifts are 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 PetSmart Adoption Event Orientation conducted by the Volunteer Team to become a PetSmart Volunteer. After this, on-the-job training.

RESPONSIBILITIES AND DUTIES

All PetSmart Volunteers:

● You play a huge role in keeping our animals safe, healthy & happy! Thank you for getting involved! 😊
● Provide exceptional customer service during our adoption events; help match up potential adopters with a new family member!
● Answer questions from the public. If you are unable to answer a question, ask staff, or refer the person to a staff member.
● Stay alert at all times to ensure animals are safe and confined.
● Clean up any accidents immediately.
● Report any signs of illness to staff (sneezing, diarrhea, etc.)
● Communicate with staff members about any bites, scratches, injuries etc. that may occur (both to volunteers and the public).

Cat Watcher and Ambassador:

● Make sure the cats/kittens have clean water, and clean litter boxes.
● Make sure cat crates are securely closed and assist the public in getting cats into & out of crates. Recognize that some cats will not allow themselves to be held.
● Ensure that cats/kittens remain close to their appropriate cage.
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- Monitor the public interacting with the cats and assist with gaining control should the cat/kitten get squirmy and the guest needs help getting the cat/kitten back in the crate.

Dog Walker and Ambassador:
- Take dogs out for potential adopters, and to go on potty breaks. Follow staff directions on which dogs you can walk and which to not take out.
- Maintain control over dogs at all times.
  - Use slip leads and secure it on the dog BEFORE it is allowed out of the crate.
  - Always have control over the leash
  - Prevent any dog you are walking from meeting any other dog
  - Prevent any dog you are walking from running to or jump on people.
- Do not allow the public to put fingers and hands into dog crates, or take dogs out of crates on their own.
- Find a staff or senior volunteer if the public wants to meet a dog you have been asked not to walk.

Puppy Patrol and Ambassador:
- Make sure that hand sanitizer is used by volunteers and the public before petting or handling puppies. This includes using the sanitizer between touching puppies in different pens.
- Assist the public in interacting with the puppies, making sure that the puppies are either held, or kept in the crates. They are not allowed to touch the floor. Also assist with getting the puppy back in the puppy pen avoiding the puppy being dropped into pen, and/or other puppies escaping the pen
- Make sure that anyone holding a puppy remains next to the pen so that we can keep track of the puppies.

QUALIFICATIONS AND EXPERIENCE

- Must love working around animals and have great customer service skills

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.