



VOLUNTEER JOB DESCRIPTION

RECEPTION VOLUNTEER

GENERAL DESCRIPTION

Reports to: Reception Team

Supervisor: Volunteer Department

Our Reception Volunteers help out in a very important department here at HSNCF! Our reception team deals directly with clients, adopters, and visitors from our community, making them the front line when it comes to customer service. Reception team members can answer anywhere around 200 calls per day, not to mention helping countless other community members both in person and via email, making this a very paced work environment. Our Reception volunteers aid our front office staff by assisting with phone calls, data entry, and other administrative tasks as they arise. This position works closely with our reception team, as well as with other departments depending on needs.

SCHEDULE

Reception volunteers have a set weekly schedule with shifts that are set up by the Volunteer Department and the volunteer based on availability and the Customer Care department's needs.

TRAINING REQUIRED

Must go through an interview with the volunteer department and reception staff. After a successful interview, volunteers will receive one-on-one training with our customer care representatives, which includes having guided tours throughout the building to get familiar with the shelter operations and layout, watching informational videos, and receiving other general information on our programs including ZAC, Shelterluv, Clinic HQ, and company Google Docs and Spreadsheets.

RESPONSIBILITIES AND DUTIES

- **You play a huge role in keeping our busy reception area running smoothly as well as keeping both animals and their families happy!**
- Answer phone calls and emails.
- Greet and assist clients/visitors/adopters when they enter the reception lobby.
- Help the reception team with data entry.
- Assist in keeping the reception lobby clean and safe for both animals and humans entering.
- Distribute donations and packages throughout HSNCF campus.
- Make copies and create useful documents.
- Answer questions from the public.
- **Provide exceptional customer service** during our business hours!
- Assist with other tasks as needed.



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- Duties and tasks are subject to change per Reception team 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 both in person and on the phone/email.
- Basic knowledge of operating computers 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.