



Volunteer Job Description - Clinic Phone Operator Assistant

Focus of the Job: The primary responsibility of the Clinic Phone Operator Assistant is to help the main clinic phone operators confirm and/or reschedule surgery appointments over the phone.

Reports to: Clinic Phone Operators, Shelter and Clinic Operations Manager, and Volunteer Supervisor.

Training Requirements:

- Orientation
- Shelter Training
- Customer Service Experience
- Must have basic computer skills
- Must be fluent in English and Spanish

Tasks:

- Call clinic clients to confirm their upcoming surgery appointments
- Reschedule client's surgery appointments as needed
- Answer general questions about upcoming appointments (an FAQs sheet will be provided)
- Other related tasks as needed

Physical Requirements:

- Must be able to sit for up to 3 hours
- Must be able to tolerate strong odors in a clinic setting
- Must not be allergic to dogs or cats
- Must not be squeamish as you might be exposed to surgery animals in the clinic setting.

Work Environment:

- Desk setting inside of the North clinic
- Medium to fast paced environment with a high volume of phone calls

Shift Rules:

- Read all signs on clinic doors before entering and follow all instructions
- Wristbands must be worn by volunteers at all times and must be visible to Humane Society staff
- Volunteers may not schedule another shift in any other department on the same day that they are scheduled to participate in a clinic shift
- Volunteers are not allowed to engage in conversation that can be perceived as giving advice or practicing medicine

Dress Code: This shift follows regular dress code of denim jeans covering ankles, sneakers, and volunteer shirt. If you decide to bring a sweater or long-sleeved shirt, it must be worn under your volunteer shirt.