



Volunteer Job Description - Front Desk Assistant

Focus of the Job: The primary responsibility of the Front Desk Assistant is to help the customer service team with any daily or seasonal tasks needed in the customer service department.

Reports to: Customer Service Supervisor, Shelter and Clinic Operations Manager, and Volunteer Supervisor.

Requirements:

- Orientation
- Shelter Training

Tasks:

- Restocking and inventory of boutique items
- Filing and organizing adoption documents
- Assisting adoption counselors during Meet & Greets
- Scanning files
- Greeting customers
- Any other tasks as needed

Physical Requirements:

- Must be able to stand for up to 3 hours

Work Environment:

- Fast paced customer service environment

Shift Rules:

- Volunteers CANNOT have any interactions with shelter dogs until dog-handling trainings resume
- Wristbands must be worn by volunteers at all times and must be visible to Humane Society staff
- Meet & Greet must ALWAYS have an adoption counselor present
 - For the time being, volunteers can ONLY participate in Meet and Greets with cats
- Volunteers are NOT allowed to do adoptions

Dress Code:

This job 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.