



## **Volunteer Shift Description – Customer Service Support**

**Focus of the Shift:** The primary responsibility of the Customer Service Support volunteer 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 Coordinator.

### **Requirements:**

- Orientation
- Shelter Training

### **Tasks:**

- Welcome all guests into the shelter
- Check in/direct clients
- Organize the community pantry
- Restock and list inventory of boutique items
- File and organize adoption documents
- Promote Boutique/Grooming Services to clients when possible
- Any other customer service tasks as needed

### **Physical Requirements:**

- Must be able to stand for up to 3 hours
- Must be comfortable using an iPad
- Must be able to direct clients to different areas of the building, as needed

### **Work Environment:**

- Fast paced customer service environment

### **Shift Rules:**

- Wristbands must be worn by volunteers at all times and must be visible to Humane Society staff
- Volunteers must only interact with shelter animals that they have been trained for:
  - A green wristband indicates interactions with green collar dogs only
  - A blue wristband indicates interactions with green and blue collar dogs only
  - A purple wristband indicates interactions with green, blue, and purple collar dogs only
- Volunteers are NOT allowed to do adoptions

### **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.