



Volunteer Shift Description – Matchmaker Assistant

Focus of the Job: The primary responsibility of the Matchmaker Assistant is to assist clients by answering general questions about the animals, adoption process etc.

Reports to: Customer Service Supervisor, Sr Strategy and Business Operations Manager and Volunteer Coordinator.

Requirements:

- Orientation
- Shelter Training
- Level 2 Dog Handling Training
- Matchmaker Assistant Training
- Have a general knowledge of all shelter programs and departments.
- Detailed knowledge of animal care, keeping and behavior.

Task:

- Help clients fill out adoption applications
- Recommend items for sale in our boutique
- Assist clients with picking out their Pur-Fect match

Work Environment:

- Fast paced customer service environment
- Will be expected to communicate with and be able to speak to a diverse range of people.

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
- Volunteers should not wonder around areas other than their designated area

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.