Chico Animal Shelter Volunteer Role Description

Position Title	Adoption Call-backs
Direct Supervisor	**Front Desk Supervisor**

Organization Mission

Courteously and compassionately promote the health, safety and welfare of citizens and animals in our community by honoring the human-animal bond, treating each person and animal as an individual, and providing humane care and positive outcomes for unowned/unclaimed animals.

Activities and Goals

Assist shelter staff by calling adopters to see if they have any questions or concerns.

Duties and Responsibilities

- Contact adopters to check if their new pet is adjusting and if the adopter has any questions or concerns.
- Direct any questions or concerns to appropriate staff for follow up.
- Provide training tips or resources for trainers if they are interested.

Minimum Time Requirements

3 hours per week.

Location/Work Environment		x	**Eligible for work at home**

Can be done in the front office of the animal shelter or from home. At the shelter, may be subject to loud noises (barking dogs, phones ringing), pet hair and dander, unruly animals coming through the office. Can also be done from home.

Interaction With Animals	x	None		Minimal		Some		Extensive
Interaction the Public		None		Minimal		Some	x	Extensive
Experience Needed	x	Entry Level	x	Prior Experience and/or Training Needed				

Skills/Qualities Required

Positive, helpful attitude
Ability to use telephone and internet
Comfortable working with members of the public
Familiar with dog behavior and training tips, and local trainers
Ability to problem solve

Orientation and Training

Training will involve becoming familiar with questions to ask and resources available for new adopters.

Other

NOTE: If working at the shelter with access to the City computers, this position will require volunteer is Live-scanned (fingerprinted) before being able to start.
If working at the shelter volunteer is required to wear closed-toed shoes and long pants. Tee-shirts, no tank tops.