

Chico Animal Shelter Volunteer Role Description

Position Title		Front Office Support					
Direct Supervisor		Front Desk Supervisor					
Organization Mission							
<p>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.</p>							
Activities and Goals							
<p>Assist front desk staff by answering the phone, greet customers and schedule appointments.</p>							
Duties and Responsibilities							
<ul style="list-style-type: none"> • Answer the phone during business hours (Noon – 6:00 PM) • Greet walk-in customers • Schedule appointments for customers 							
Minimum Time Requirements							
<p>3 hours per week during business hours (Noon – 6:00PM).</p>							
Location/Work Environment				Eligible for work at home			
<p>Front office at animal shelter. May be subject to loud noises (barking dogs, phones ringing), pet hair and dander, unruly animals coming through the office.</p>							
Interaction With Animals		None	x	Minimal		Some	Extensive
Interaction the Public		None		Minimal		Some	x Extensive
Experience Needed	x	Entry Level		Prior Experience and/or Training Needed			
Skills/Qualities Required							
<p>Positive, helpful attitude Ability to use telephone Ability to take detailed notes Comfortable working with members of the public and shelter staff Ability to take direction and learn shelter policies and procedures Ability to problem solve</p>							
Orientation and Training							
<p>Training will be ongoing and under the supervision of shelter staff, starting with answering basic questions and working up to problem solving for positive results.</p>							
Other							
<p>This is the front face of the shelter, and volunteer should be positive, think-outside-the-box problem solving, people-oriented, and willing to provide members of the community help with their animal related issues.</p> <p>Although not directly working with animals, volunteer is required to wear closed-toed shoes and long pants.</p>							