



Valley Humane Society Volunteer Job Description

Adoption Center Office Assistant

Major Objective

To provide friendly, professional customer service to Adoption Center guests

Responsibilities

Greet customers, answer phones, and provide accurate referral information
Assist in providing adoption counseling for customers adopting cats and kittens
Assist with additional administrative projects as needed

Qualifications

A positive, professional, and friendly attitude
Excellent telephone habits including good listening and speaking skills
Professional appearance and common courtesy habits when dealing with customers
Good office organization and accurate record-keeping skills
The ability to perform many tasks at one time
Good judgment and decision making skills
Minimum of 18 years of age
Legible handwriting
A dedication to the Valley Humane Society mission

Training

Attend VHS volunteer orientation
Interview with Program Director and Adoption Manager
Supervised on-the-job training with staff member or trained Office Assistant volunteer

Time and Place

All shifts take place at the Valley Humane Society Adoption Center
Shifts take place during operating hours (Wednesday through Sunday from 11AM-5PM)
Shifts available are 11AM-2PM and 2PM-5PM

Commitment

Minimum of 2 three- hour shifts per month (one shift per week is preferred)
Six month minimum commitment

Supervisor

Program Director & Adoption Manager

Benefits

Personal satisfaction and education
Improvement in communication, animal handling, and customer service skills
Licks, purrs, meows, and head butts