

Volunteer Position Description *Customer Relations*

DESCRIPTION

Reports to: Customer Relations Manager and Volunteer Manager

Commitment: 6 month commitment, 2 hours per week. Volunteer needs vary based on the needs of the Customer Relations Department.

PURPOSE

To make all guests feel welcome and invited when calling and visiting Elmbrook Humane Society. Answer questions, assist staff as necessary and complete and file paperwork as directed by Customer Relations staff. This position is similar to that of a receptionist, except more fun because you get to see lots of animals!

RESPONSIBILITIES

- Answer phone and take messages
- Data entry
- Greeting guests and answering questions
- Filing paperwork
- Adoption paperwork counsels
- Maintain animal files
- Assist with housekeeping needs related to presenting a clean, organized lobby area
- Assist with fundraising and community events as requested
- Follow safe handling procedures as they pertain to cleaning agents and animals
- Other office duties as assigned
- Provide quality customer service while promoting the mission, vision, core values, programs, and events of EBHS
- Represent the organization in a professional and courteous manner
- Attend and participate in meetings, training programs, and continuing education.
- Work respectfully with and alongside staff and volunteers

QUALIFICATIONS

- Volunteers 16 and older. 16-17 years old must have parent or legal guardian consent
- Ability to work without direct supervision
- Ability to deal with difficult situations related to animal welfare
- Organized, detail oriented and timely
- Must be comfortable talking and interacting with the public
- Excellent oral, written, and organizational skills with attention to detail
- Must attend New Volunteer Orientation and Customer Relations training
- Business casual attire required; no open toed shoes