



## Volunteer Position Description

### RECEPTIONIST

**Focus of the job:** The main responsibilities of the Receptionist Volunteer are to greet visitors, answer phones, direct calls to staff, provide information about Homeward Pet and our adoption process, and accept donations. Additionally, the Receptionist Volunteer will be responsible for assigned administrative tasks, special projects and maintaining the lobby area.

**Reports to:** Volunteer Manager

**Requirements:** Volunteer Orientation, 1<sup>st</sup> two volunteer shifts with mentor, on-the-job training

**Tasks:**

- Answer multi-line phone system.
- Greet all visitors who call or come into the shelter.
- Check Reception email.
- Assist Potential Adopters.
- Answer questions.
- Direct donations to our Donation Bin.
- Greet people coming here by appointment to surrender their pets.
- Sell items from our store.
- Other tasks include dusting, folding laundry, shredding paperwork, as needed.
- During adoption hours start our adoption process receiving completed applications and assigning an Adoption Counselor.

**Basic skills:**

- Must be able to read, write, listen and communicate effectively.
- Must be able to follow established instructions and protocols.
- Must be organized with good attention to detail.
- Must be able to work with other people.

**Physical Requirements:**

- Must be able to sit or stand for long periods.

**Work Environment:** Rapid pace with exposure to high levels of noise.

**Time commitment:** Weekly, 3-hour shifts for 3-month minimum

**Dress Code:** Volunteer name badge, volunteer t-shirt, long pants, closed-toed and closed-heel shoes.

**Advancement:** Cat Level 1 Training, Dog Level 1 Training