



BLUE MOUNTAIN HUMANE SOCIETY

7 East George Street, Walla Walla WA 99362

POSITION DESCRIPTION

TITLE: Customer Service Volunteer

EFFECTIVE DATE: February 2019

REPORTS TO: Customer Service Manager

TRAINER(S): Adoption Staff

TIME COMMITMENT: Scheduled Weekly

LOCATION: Blue Mountain Humane Society

PURPOSE OF VOLUNTEER ROLE: The main purpose of a customer service volunteer is to assist customers and visitors to the shelter by providing friendly, consistent and attentive service.

Duties Include:

- **Treat all animals both on and off the job humanely. You are a representative of the BMHS even when you are not volunteering.**
- Maintain appearance and demeanor consistent with the image of the BMHS as a professional animal facility. Follow the dress code required of all volunteers as outlined in orientation.
- Provide a safe environment for the animals, volunteers, and customers by following safety procedures and protocols.
- Learn about Blue Mountain Humane Society's mission, programs and services in order to properly inform the public.
- Responsible for answering phones in a professional manner, providing accurate information when possible and directing phone calls to the appropriate staff member when applicable.
- Responsible for transcribing accurate messages and delivering them to the appropriate staff member in a timely fashion.
- Interact with potential adopters including answering questions and/or connecting potential adopters to appropriate staff members.
- Data entry including the creation of persons, animals, receipts and dog licenses in PetPoint.
- Assist potential adopters in choosing an appropriate animal for adoption based on lifestyle factors, desired behaviors and/or expressed limitations.
- Assist Adoption Specialist as requested.
- Assist potential adopter in filling out adoption application and connecting them to the Customer Service team to complete the adoption.
- Prepare animals for adoption including loading cats in cat carriers and retrieving dogs from the adoption floor.

- Process donations received at the front desk by completing paperwork and putting items away in correct location as directed.
- Assist Customer Service staff with updating pet descriptions by filling out personality assessments for shelter animals.
- Assist guests with getting pets in/out of kennels safely.
- Assist the Customer Service team by educating the public about kennel signs, kennel cards and the color coded carabiner system.
- Process home trials as directed by the Customer Service staff.
- Monitor the distribution of dog and cat food through the Community Food Program by inputting data into PetPoint and retrieving food for the public from the adoption floor when applicable.

OTHER DUTIES / FUNCTIONS:

- Available to assist staff members, visitors and other volunteers as needed.
- Assist Customer Service team as requested.
- Assist with maintaining facility cleanliness including sweeping, mopping, wiping down surfaces etc.
- Other duties as assigned.

POSITION SPECIFICATIONS:

- **Required**
 - Must be detail oriented, accurate, and dependable.
 - Able to juggle demands, prioritize, and follow through to timely completion.
 - Good communication skills, (verbal/written).
 - Must have a patient demeanor in order to safely interact with shelter pets.
 - Must maintain a high level of confidentiality and have a tactful, mature, and sincere attitude.
 - Must have a friendly, compassionate and attentive demeanor while assisting customers and visitors to the shelter.
 - Must be able to maintain a professional demeanor during emotionally charged conversations and/or situations.
- **Desired**
 - Desire for learning and mastery of required job skills in order to expand the impact that the Blue Mountain Humane Society has on the community.
 - Ability to speak a second language, especially Spanish.
- **Education / Training**
 - Must have attended orientation.
 - Must have attended 1-on-1 with Volunteer Coordinator.
 - Must have completed training with Customer Service Manager or designated staff.

GOALS:

- The goal of a customer service volunteer is to assist the public including potential adopters and visitors by providing compassionate, attentive and consistent service in order to further the mission of Blue Mountain Humane Society.

WORKING CONDITIONS:

- Indoors in air conditioned/heated office, outdoors at shelter.
- Regular exposure to a variety of companion animals, pocket pets, and some exotic animals.
- Exposure to emotionally charged situations and/or conversations.

