



Position Description – Adoption Desk Volunteer

Supervisor: Judy Schnell, Volunteer Coordinator, West Suburban Humane Society and Patti Miller, Adoption Desk Manager

Purpose of the Position: Serve as the front line for visitors to the shelter and facilitate the adoption process

Major responsibilities:

- Greet visitors
- Answer phone
- Learn adoption rules and guidelines
- Screen applicants using their completed adoption application
- Answer questions in person and on the phone about adoptions, the animals, and the shelter
- Accompany visitors to kennel/cattery
- Enter adoption information into Petpoint software
- Complete adoption process with adopter
- Carry donations down to basement

Time Required: One 2-4 hour shift per week during mid-day or evening hours during the week, or a 4 hour shift during mid-day hours every other week on weekends.

Shift Times: M/Tu/Th/Fr, 7:00 – 9:00 pm; Sat/Sun, 11:00 am – 3:00 pm, every other week

Qualifications:

- Must be at least 18
- Computer experience is essential
- Customer service skills
- Capacity to learn and follow shelter rules and guidelines
- Comfortable talking to visitors, even when they are upset or angry
- Ability to handle large groups of visitors while staying calm and efficient
- Comfortable working in an environment that can be noisy, messy, and malodorous
- Ability to work independently and with other volunteers
- Passionate about animals and WSHS's mission
- Ability to bend and reach, and lift at least 35 lbs

Training and/or Preparations Required: New Volunteer Orientation and shadowing an adoption desk staff member for 2-3 months or until comfortable with responsibilities. All new Adoption Desk Volunteers must have approval from an Adoption Desk staff member before working independently

Work location: Shelter

Benefits to the volunteer: Gain knowledge about shelters and the adoption process, be instrumental in facilitating adoptions of homeless animals, improve customer service and computer skills

Date of position description: 07-30-14