

CLIENT LIAISON VOLUNTEER

Department: Client Services, Lifesaving

Reports to: Client Services Manager, Development Manager

SUMMARY

Client liaison volunteers support our surrender prevention and adoption programs. This role serves two essential functions: by following up with clients who have surrendered to us, we look for the opportunity to provide service that would allow them to reclaim their pets or gain more information about finding a successful new home for the animal. By following up with adopters to see how the animals are settling into their new homes, we are able to identify areas where our organization can support the transition into a home environment and advise on strategies to support an easy adjustment for both people and pets.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Client liaison volunteers will be responsible for the actions below at minimum; other duties may be assigned.

- Communicates effectively with individuals from various socio-economic backgrounds.
- Communicates in a tactful manner with individuals who may be hostile and uncooperative; works to educate all who he/she interacts with.
- Understands, supports, and adheres to organizational policies, position statements regarding animal welfare subjects, and code of conduct.
- Make a regular commitment so that the program can be successful
- Works effectively as part of a team on volunteer cross-functional programs, projects, and activities.
- Performs all job duties in an efficient, positive, professional manner.
- Other duties as assigned.

QUALIFICATIONS:

To perform this role successfully, an individual must be able to perform each essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Must have strong verbal and writing skills, be able to speak and read in English and communicate with the public in a consistently positive, non-judgmental manner.
- Must follow safety standards and procedures and work to ensure a safe environment for animals, the public, other volunteers, and employees.
- The ability to ask appropriate questions to gather information along with the ability to feel and display empathy for others.
- Ability to use a computer and to learn and navigate a CRM database is required.
- Must attend an information session.