

# LIFESAVING VOLUNTEER

**Department:** Shelter

**Reports to:** Adoption Supervisor | Kennel Manager

## SUMMARY

The Adoption Volunteer supports Women's Animal Center (WAC) in its mission to find homes for dogs, cats, and other animals at the shelter, while creating a positive experience for prospective adopters.

The Adoption Volunteer is responsible for assisting the Adoptions Department Staff by answering questions for customers, giving tours of the facility, distributing paperwork, completing animal inventories, and assisting in uploading information on available animals into the shelter software for tracking and promotional purposes.

## ESSENTIAL DUTIES AND RESPONSIBILITIES:

Adoptions 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.
- Familiarizes his/herself with pertinent information about available animals to address client requests and questions.
- Make a regular commitment so that the program can be successful
- Monitors the activity on the adoption floor and assists as needed especially with animal meet and greets.
- Works effectively as part of a team on volunteer cross-functional programs, projects, and activities.
- Assists with the cleaning of animal areas as needed, including spot cleaning of adoption rooms and public areas throughout the day.
- 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 duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Basic knowledge of dog breeds, cats, and animal behavior; affection for animals and concern for their welfare.
- 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.

- Must maintain a consistent, pleasant and non-judgmental demeanor with staff, volunteers, other agencies and the public.
- The ability to ask appropriate questions to gather information along with the ability to feel and display empathy for others.
- The ability to turn people down, firmly when necessary, without becoming aggressive or unpleasant.
- Ability to use a computer and to learn and navigate a CRM database is required.
- Must be able to lift and handle animals, including animals up to 50lbs.
- Must attend an information session, a dog handling orientation, a cat handling orientation, and complete four hours of shadowing a dog enrichment volunteer.