

Cat Ambassador

Volunteer Position Description



Work Location	2608 Center St Tacoma WA 98409
Purpose of the Position	This is a volunteer position responsible for watching over the cats in the cattery to ensure the public is safely interacting with all adoptable cats.
Essential Duties and Responsibilities (include, but not limited too)	<ul style="list-style-type: none"> • Greet guests as they enter the adoptable cat area • Answer basic cat adoption questions • Handout cat adoption surveys as needed • Interact with potential adopters • Ensure that the public is interacting safely with the cats through the cage doors • Direct potential adopters to the Greeter station • Interact with, and assist the public as needed • Complete all required training • Stay within training boundaries at all times • Other tasks as assigned
Commitment of Time	Required to make a minimum commitment of one shift every other week.
Hours Volunteer can Work	Monday-Friday 11am-1pm, 1pm-3pm, and 3-6pm. Saturdays 9am-11am, 11am-1pm, 1pm-3pm, and 3pm-5pm.
Levels of Difficulty 1=easy/5=demanding (physical, mental, emotional)	Physical difficulty is level 2; all of the work will be done while standing Mental difficulty is level 3; requires understanding of basic cat adoption information and the ability to ask guests not to open cage doors, put fingers in cages, etc. Emotional difficulty is level 2: the position does require interaction with the public in-person, and this can become emotionally draining and stressful, depending on the volume of individuals visiting the shelter, and number of adoptable animals.
Skills	<p>Required:</p> <ul style="list-style-type: none"> • Exceptional customer service skills • Professional verbal communication • Problem solving skills <p>Desired:</p> <ul style="list-style-type: none"> • Previous experience as a receptionist or other experience answering questions in the workplace
Expected Working Conditions	<p>The working conditions described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.</p>
Number of Volunteers Needed	4 volunteers daily.
How often do volunteers need to	All work is performed on site.

work on site?	
Tools and equipment provided	All necessary supplies provided onsite.
Tools and equipment volunteers can bring if desired	None.
Project Start Date	Ongoing.
Orientation/Training	2 hours: Volunteer Orientation 2 hours: hands-on training shadowing a Team Lead 1.5 hours: Cat Behavior & Safety Class 1 hour: Customer Service Class
Learning Opportunities (Skills/Knowledge)	<ul style="list-style-type: none"> • Shelter disease control procedures. • Knowledge of shelter cat behavior. • Safe cat interaction.
Restrictions	<ul style="list-style-type: none"> • Must be able to learn and follow guidelines and policies of the HSTPC and follow directions given by staff. • Must be able to stand for a two hour period. • Must be at least 16 years of age.
Team Lead(s)	Cattery Staff, Adoption Services Representatives, and Customer Service Lead
Supervisor	Volunteer Manager
Extra Comments	
Last updated	03/26/2018