

# Greeter

## Volunteer Position Description



Work Location	2608 Center St Tacoma WA 98409
Purpose of the Position	This is a volunteer position responsible for greeting guests of the shelter, answering guest questions, coordinating staff and guests for adoption visits, purchases, and more. This position is the first line of defense when guests enter the shelter.
Essential Duties and Responsibilities (include, but not limited to)	<ul style="list-style-type: none"><li>• Greet guests as they enter the building</li><li>• Answer basic shelter questions</li><li>• Coordinate guests with appropriate shelter staff</li><li>• Track the services we have provided guests of the shelter</li></ul>
Commitment of Time	Required to make a minimum commitment of one shift every week
Hours Volunteer can Work	11am-6pm Monday-Friday, and 9am-5:00pm on Saturdays
Levels of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<p>Physical difficulty is level 2; all of the work will be done while standing at a desk</p> <p>Mental difficulty is level 5; questions can range from individuals interested in adopting, to distraught pet owners searching for their lost pet, and more.</p> <p>Volunteers in this position will need to remember a large amount of information, and occasionally the position will require research or "detective" work to best help each individual.</p> <p>Emotional difficulty is level 3; 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.</p>
Skills/Experience	<p>Required:</p> <ul style="list-style-type: none"><li>• Experience in a paid customer service position</li><li>• Exceptional customer service skills</li><li>• Basic computer knowledge and typing skills</li><li>• Professional verbal and written communication</li></ul> <p>Desired:</p> <ul style="list-style-type: none"><li>• Previous experience as a receptionist or other experience answering questions in the workplace</li><li>• Ability to retain new information quickly</li><li>• Ability to switch-task</li></ul>
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	3 volunteers daily, Monday-Saturday
How often do volunteers need to work on site?	Volunteers work on-site at all times.
Tools and equipment provided	<ul style="list-style-type: none"> <li>• Computer</li> <li>• Mouse</li> <li>• Keyboard</li> <li>• Basic office supplies</li> </ul>
Tools and equipment volunteers can bring if desired	N/A
Project Start Date	Ongoing
Orientation/Training	2 hours: Volunteer Orientation 4 hours: Hands-on training
Learning Opportunities (Skills/Knowledge)	<ul style="list-style-type: none"> <li>• How to successfully manage lobby traffic</li> <li>• How to work with a diverse population</li> <li>• Knowledge of shelter adoption process, community services, and more</li> </ul>
Restrictions	<ul style="list-style-type: none"> <li>• Must be able to learn and follow guidelines and policies of the HSTPC and follow directions given by staff.</li> <li>• Must be able to stand for a four hour shift.</li> <li>• Volunteers must be at least 16 years of age.</li> </ul>
Team Lead	Customer Service Lead
Supervisor	Volunteer Manager
Extra Comments	
Last updated	03/16/2018