

Phone Operator

Volunteer Position Description



Work Location	2608 Center St Tacoma WA 98409
Purpose of the Position	This is a volunteer position responsible for answering the general phone line.
Essential Duties and Responsibilities (include, but not limited to)	<ul style="list-style-type: none"> • Answer basic shelter questions • Transfer calls to appropriate shelter staff • Redirect Animal Control, Licensing, and Injured Wildlife calls to the appropriate agency
Commitment of Time	Required to make a minimum commitment of one shift every other week.
Hours Volunteer can Work	11am-5pm Monday-Friday, and 9am-4:30pm on Saturdays
Levels of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<p>Physical difficulty is level 1; all of the work will be done while seated at a desk</p> <p>Mental difficulty is level 5; phone calls can range from individuals interested in adopting, to distraught pet owners searching for their lost pet, and more. 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 the individual calling the shelter.</p> <p>Emotional difficulty is level 3; the position does require interaction with the public over the phone, and this can become emotionally draining and stressful, depending on the kind of calls received.</p>
Skills	<p>Required:</p> <ul style="list-style-type: none"> • Exceptional customer service skills • Basic computer knowledge and typing skills • Professional verbal and written communication <p>Desired:</p> <ul style="list-style-type: none"> • Previous experience as a receptionist or other experience answering phone calls in the workplace • Ability to retain new information quickly • Ability to switch-task
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"> • Phone with headset • Computer • Mouse • Keyboard • Basic office supplies
Tools and equipment volunteers can bring if desired	N/A
Project Start Date	Ongoing
Orientation/Training	<p>2 hours: Volunteer Orientation</p> <p>1 hour: Phone Operator Class</p> <p>3 hours: Hands-on Training</p>

Learning Opportunities (Skills/Knowledge)	
Restrictions	Volunteers must be at least 16 years of age.
Team Lead(s)	External Affairs Officer
Supervisor	Volunteer Manager
Extra Comments	
Last updated	03/16/2018