

***The Humane Society for Tacoma & Pierce County***  
***VOLUNTEER POSITION DESCRIPTION***

<b>VOLUNTEER POSITION TITLE: Pet Food Pantry</b>
<b>DEPARTMENT: Community Services</b>
<b>REPORTS TO: Community Outreach Manager, Volunteer Manager</b>
<b>LOCATION: 2608 Center St Tacoma WA 98409</b>
<b>ELIGIBILITY: Volunteers must be at least 16 years of age</b>
<b>HOURS: Multiple shifts available Monday-Friday 11:00AM-4:00PM and Saturday 11:00AM-1:00PM</b>

**VOLUNTEER POSITION SUMMARY:** Pet Food Pantry volunteers operate the Pet Food Pantry supplemental food program. This program is designed to provide dog and cat food to those in need temporarily. Under the direction of the Community Outreach Manager, this position helps ensure that program recipients receive exceptional service.

**ESSENTIAL DUTIES & FUNCTIONS :**

- Under the direction of the Community Outreach Manager, operates the Pet Food Pantry.
- Provides supplemental dog food and/or cat food to program recipients.
- Measures and packages pre-set amounts of dog or cat food.
- Ensures that the Pet Food Pantry delivery orders are filled prior to date of delivery.
- Tracks the services provided to Pet Food Pantry recipients.
- Ensures the Pantry is clean and presentable to the public.
- Assists members of the public with lifting and transport of food.
- Replenishes food from our back stock in the POD outside.
- Audits files on an as-needed basis.
- Performs data entry on an as-needed basis.
- Explains various outreach and community aid processes to interested parties.
- Maintains full knowledge of THS Pet Food Pantry guidelines and procedures.
- Serve as a model for humane treatment of shelter animals to clients, volunteers and co-workers while actively promoting the Humane Society's mission.
- Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

*To perform this position successfully, an individual must be able to perform each essential duty well. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Exceptional customer service skills.
- Basic computer knowledge and typing skills.
- Outgoing, polite and professional manner.
- Ability to work independently.
- Ability to communicate effectively orally and in writing.
- Excellent organizational skills.
- This position requires volunteers to engage with members of the public.
- Must support the mission, programs and activities of the Society and act as an advocate for the organization.

**Desired Experience:**

Experience in a customer service position or other experience answering questions in the workplace.

## Knowledge, Skills and Abilities

### Knowledge of (B/basic; J/journey; E/expert):

- Speak, read, and write in the English language (J)
- Computer and typing skills (B)

### Orientation and Training :

- Required: General Orientation
- Required: Hands-on training with the Pet Food Pantry Training Team.

### Tools and Equipment Provided :

- Carts to move large amounts of food and/or donations.

### Optional Tools and Equipment :

- N/A

### Skill and ability to:

	Never	Seldom 1%-10%	Occasional 11%-33%	Frequent 34%-66%	Constant 67%-100%
Stand					X
Walk					X
Lift <10 lbs					X
Lift 10-25 lbs					X
Lift 26-50 lbs.					X
Lift 51-75 lbs.				X	
Lift 76-100 lbs.				X	
Twist					X
Reach					X
Push and Pull					X
Climb					X
Sit	X				
Vision					X
Hearing					X

**Interested in this volunteer position? Please submit an application to volunteer with the Humane Society for Tacoma & Pierce County by visiting our volunteer portal [www.thehumanesociety.org/getinvolved](http://www.thehumanesociety.org/getinvolved). Applications are accepted at limited times throughout the calendar year and placement is assigned on an as-needed basis.**