

The Humane Society for Tacoma & Pierce County
VOLUNTEER POSITION DESCRIPTION

VOLUNTEER POSITION TITLE: Phone Operator
DEPARTMENT: Customer Service
REPORTS TO: Customer Service Lead, Volunteer Manager
LOCATION: 2608 Center St Tacoma WA 98409
ELIGIBILITY: Volunteers must be at least 16 years of age
HOURS: Multiple shifts available every day from 9AM-5PM

VOLUNTEER POSITION SUMMARY: Phone Operator volunteers facilitate shelter operations by answering incoming calls, answering guest questions, and directing calls to the appropriate recipient. Under the direction of the Customer Service Lead, this position helps ensure that the public receive exceptional customer care over the phone.

ESSENTIAL DUTIES & FUNCTIONS :

- Under the direction of the Customer Service Lead, answers incoming calls on the main shelter line.
- Answers basic questions regarding shelter programs and operations.
- Transfers calls to the appropriate staff members.
- Tracks over-the-phone inquiries.
- Redirects animal control, licensing, and injured wildlife calls to the appropriate agency.
- Performs data entry on an as-needed basis.
- Maintains full knowledge of THS customer care policies and procedures.
- Serves 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 retain new information quickly.
- Team player, able to multi-task and communicate effectively.
- 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 paid customer service position, preferably previous work as a receptionist or other experience answering phones 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 Customer Service Team.

Tools and Equipment Provided :

- All necessary tools and equipment provided.

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. Applications are accepted at limited times throughout the calendar year and placement is assigned on an as-needed basis.