

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

<b>VOLUNTEER POSITION TITLE:</b> Retail Aid
<b>DEPARTMENT:</b> Customer Service
<b>REPORTS TO:</b> Customer Service Lead, Volunteer Manager
<b>LOCATION:</b> 2608 Center St Tacoma WA 98409
<b>ELIGIBILITY:</b> Volunteers must be at least 16 years of age
<b>HOURS:</b> Multiple shifts available every day from 11:00AM-6:00PM

**VOLUNTEER POSITION SUMMARY:** Retail Aid volunteers are responsible for checking guest receipts, keeping the retail area presentable and answering questions about our retail store. Under the direction of the Customer Service Lead, this position helps ensure that the public receive support in the retail area and focuses on loss prevention at the main entrance.

**ESSENTIAL DUTIES & FUNCTIONS :**

- Under the direction of the Customer Service Lead, thanks customers for their business and checks receipts at the door.
- Welcomes visitors into the retail area.
- Answers basic questions regarding retail items.
- Assesses the retail area for suspicious behavior.
- Coordinates customers with appropriate shelter staff for purchase.
- 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.
- 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 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)

**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](http://www.thehumanesociety.org/getinvolved). Applications are accepted at limited times throughout the calendar year and placement is assigned on an as-needed basis.**