

## Volunteer Position Description *Customer Relations*

### DESCRIPTION

Reports to: Customer Relations Manager and Volunteer Coordinator

Commitment: 6 month minimum commitment, 2 hour shift/week (same day and time). Volunteer needs vary based on the needs of the Customer Relations Department.

Work Location: Front office

### PURPOSE

To make all guests feel welcome and invited when calling and visiting Elmbrook Humane Society.

Answer questions, assist staff as necessary and complete and file paperwork as directed by Customer Relations staff. This position is similar to that of a receptionist, except more fun because you get to see lots of animals!

### RESPONSIBILITIES

- Answer phone and taking messages
- Data entry
- Greeting guests and answering questions
- Filing paperwork
- Other office duties as assigned
- Represent the organization in a professional and courteous manner
- Attend and participate in meetings, training programs, and continuing education.
- Work respectfully with and alongside staff and volunteers

### QUALIFICATIONS

- Volunteers 16-17 years old must have parent or legal guardian consent
- Ability to work without direct supervision
- Organized, detail oriented and timely
- Must be comfortable talking and interacting with the public
- Excellent oral, written, and organizational skills with attention to detail
- Must attend New Volunteer Orientation and Customer Relations training
- Business casual attire required; no open toed shoes