Job Title: CRITTER CUDDLER – MOUNDS EAST

Reports to: Satellite Adoption Centers Coordinator; DCHS Mounds Adoptions Staff

Trained by: Trained Staff/Volunteers - at Mounds East

Scope of Position: This position supports Dane County Humane Society’s mission and core values by assisting with the overall care of animals by providing a clean and enriching environment during their stay at Dane County Humane Society’s Mounds East Adoption Center on Stoughton Road in Madison.

Duties and Responsibilities:
- Provide socialization for critters (includes rabbits, rats, gerbils, hamsters, and other small critters)
- Communicate with staff and fellow volunteers regarding animals’ medical & behavioral health
- Direct visitors to adoption counselors for adoption inquiries
- Help keep adoption center clean and orderly

Qualifications and Requirements:
- Minimum age of 18 years old for solo volunteers. Youth/Parent teams eligible; youth minimum age 8 years old.
- Reliable attendance and ability to work independently required
- Have high-level English reading, writing, spelling and communication skills
- Have the ability to understand, remember and follow instructions and procedures; and the ability to ask questions when appropriate
- Good animal handling skills, with a good understanding of responsible pet care
- Excellent customer service and communication skills
- Friendly and positive attitude
- Ability to squat, lift, bend and be on your feet for up two hours

Training, Schedule and Commitment:
- Attend all training sessions and continuing education as required by this position
- Shifts are available Sunday 10-noon or 3-5pm; Monday thru Friday 9-11am, 1-3pm or 3-5pm; Saturday 9-11am or 3-5pm.
- Consistent attendance required. There are procedures in place if you need time off due to illness, vacation, work or other causes. Our expectation is that you will make up any missed time.
- Commitment of one (1) two-hour shift worked per week for a minimum of six (6) months