



## **Dane County Humane Society Volunteer Position Description**

Job Title:	<b>CUSTOMER SUPPORT ASSISTANT</b>
Reports to:	Shelter Resource Supervisor and Reception Volunteer Coordinator
Trained by:	Trained Staff/Volunteers
Scope of Position:	This position supports Dane County Humane Society's mission and core values by assisting Front Office staff with a variety of customer service duties including reuniting lost pets with their owners, processing animal intakes, answering phone calls and returning voicemails and various office support duties including scanning and uploading documents. Many tasks will require volunteers to learn how to use our animal shelter database, PetPoint.

### Duties and Responsibilities:

- Entering lost and found reports received by owners and finders over the phone, in person or via email, into PetPoint.
- Cross-checking found animals and stray animals brought to DCHS with lost reports via database searches in PetPoint. Cross-referencing lost and found reports on external websites such as Lost Dogs of Wisconsin, Lost Cats of Wisconsin, Craigslist and Pawboost with PetPoint for matches.
- Following up on old lost and found reports and cancelling reports if appropriate.
- Reaching out to lost pet owners who have not provided a picture, to see if they can provide one.
- Processing animal intakes in PetPoint under the direction of Front Office staff.
- Helping to guide customers through the shelter and answering their questions, as appropriate.
- Receiving donations and providing donation receipts while making donors feel appreciated.
- Answering the phone, writing down voicemails and responding to some within guidelines provided.
- Making copies, scanning, uploading and filing documents.
- Assisting Front Office staff with other daily tasks as needed.

### Qualifications and Requirements:

- Must be at least 18 years old
- Friendly and positive attitude and excellent customer service skills
- Volunteers must be comfortable and proficient with computers. All volunteers will learn how to enter information into PetPoint. (You do not need to know PetPoint before starting this position. )
- Have high-level English reading, writing, spelling and communication skills
- Spanish language skills are not required but would be very helpful
- Have the ability to understand, remember and follow detailed instructions and procedures; and the ability to ask questions when appropriate
- Reliable attendance and ability to work independently required

### Training, Schedule and Commitment:

- Read relevant training materials, including any online courses, attend hands-on training shifts and complete continuing education as required by this position. Training in using PetPoint is provided.
- Shifts are available between 10am-7pm on Mondays, Tuesdays, Thursdays and Fridays; 10am-5pm on Wednesday, Saturday and Sunday.
- 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, at the shelter, per week for a minimum of six (6) months.