



Dane County Humane Society Volunteer Position Description

Job Title: **RECEPTION ASSISTANT – FRONT OFFICE**

Reports to: Shelter Resource Counselor/ Supervisor

Trained by: Trained staff/ Volunteers

Scope of Position: This position supports Dane County Humane Society's mission and core values by providing friendly and efficient customer service to shelter patrons. The Reception Assistant also assists staff in general office maintenance to create a great working environment for staff, volunteers, and customers.

Duties and Responsibilities:

- Greeting customers with a friendly, positive attitude
- Helping to guide customers through the shelter as well as answering general questions
- Receiving, and providing receipts for, donations while making donors feel appreciated
- Writing down voicemails and responding to some, when appropriate
- Filing contracts and other paperwork
- General cleaning and tidying of the office area
- Making copies, scanning and uploading documents
- Assisting reception 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
- General understanding of DCHS's policies and goals as a whole, as well as specific to reception (can be learned in training)
- High-level English reading, writing, spelling and communication skills
- Must have basic computer skills and ability to learn how to use our data system, PetPoint (training on this system will be provided)
- Ability to understand, remember, and follow instructions and procedures; and the ability to ask questions when appropriate
- Required to have reliable attendance and ability to work independently

Training, Schedule and Commitment:

- Attend all training sessions and continuing education as required of this position
- Shifts are available between 12pm - 7pm on Mondays, Tuesdays, Thursdays and Fridays; 12pm - 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