



**Dane County Humane Society
Volunteer Position Description**

Job Title: WILDLIFE RECEPTIONIST

Reports to: Wildlife Training Supervisor

Trained by: Trained Staff and Volunteers

Scope of Position: This position supports Dane County Humane Society's mission and core values by assisting with public phone inquiries and admitting of wildlife for eventual release back into the wild. New volunteers in this role are now recruited year-round.

Duties and Responsibilities:

- Assist the public
 - Answer phone calls
 - Check and return phone messages
 - Greet people and have them start filling out paperwork for new admissions
- Administrative tasks
 - Enter wildlife patient admissions into our computer database
 - Enter phone call history data into spreadsheets
 - Recordkeeping and filing
 - Photocopy wildlife forms
- Housekeeping
 - Maintain cleanliness of wildlife office and public admitting area
 - Keep brochure racks stocked and organized

Requirements:

- Minimum 18 years of age
- Must complete online training courses from home or at DCHS computers
- Reliable attendance and ability to work independently required
- Have high-level English reading, writing, spelling and communication skills
- Have basic computing skills, or willingness to learn
- Have the ability to understand, remember and follow instructions and procedures; and the ability to ask questions when appropriate
- Friendly and positive attitude
- Ability to sit for up to three hours

Schedule and Commitment:

- Attend wildlife reception orientation, initial two-hour training and shadow shifts as required
- Attend continuing education as required to learn new skills
- Participate in ongoing evaluation program
- Shifts are listed below and change with the seasons: "Summer Schedule" and "Winter Schedule".

Summer Schedule:

- Between mid-April to mid-October shifts offered to current volunteers. New volunteers will be offered fewer shifts based on needs at the time of recruitment.
 - 2-hour shifts: 8-10am, 9-11am, 11am-1pm, 1-3pm or 3-5pm
 - 3-hour shifts: 9am-12pm, 12-3pm or 3-6pm

Winter Schedule:

- Between mid-October to mid-April, 2-hour shifts: 2-4pm or 4-6pm

- 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 or three-hour shift worked per week through mid-October, the end of the wildlife busy season. Operating hours reduce during the winter and some reception volunteers elect to transition to another position at DCHS during the winter months.