



## Volunteer Job Description

*Humane Society of Sonoma County training methodology and philosophy is force-free and animal-friendly, utilizing primarily positive reinforcement. HSSC does not condone the use of aversive training methods, defined as "any circumstance or event that causes pain, fear, or emotional discomfort."*

<b>Position Title: Greeter/Shelter Ambassador</b>	<b>Supervisor: Amy Ludwick</b>
<b>Location: Information Kiosk</b>	<b>Time Commitment: 4 hrs hours weekly / 6 month minimum</b>
<p><b>Position Description:</b>          Welcomes the public to the Humane Society and directs patrons to the appropriate department or person. Assists patrons in using the computer to find pets at other shelters and on adoptions by owner.</p>	
<p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Greet public entering the shelter</li> <li>• Determine their needs/questions/why there are here and direct them to the appropriate area of the shelter</li> <li>• Answer basic questions if possible</li> <li>• Check accuracy of In Care Inventory</li> <li>• Transport donations to appropriate areas of the shelter</li> <li>• Assist with bagging food for Pet Food Pantry</li> <li>• Managing kiosk near the front door</li> <li>• Directing patrons to specific animals</li> <li>• Instructing patrons on how to read kennel cards</li> <li>• Other duties as needed</li> </ul>	
<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Positive, outgoing, willing to take initiative</li> <li>• Basic computer skills</li> <li>• Experience working in customer service helpful</li> <li>• Bilingual a plus</li> <li>• Minimum age 18 years</li> </ul>	
<p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• Create positive interactions with the community</li> <li>• Help the shelter animals find quality homes</li> <li>• Gain experience in customer service</li> </ul>	
<p><b>Feedback/Evaluation</b>          Periodic meetings to discuss changes and evaluate performance</p>	
<p><b>Training:</b> Attend General Volunteer Orientation; schedule 1 on 1 training with Adoptions Manager.</p>	