

3501 East 71st Street

Loveland, CO 80538

Phone: (970) 226-3647

www.larimerhumane.org

# Client Services Follow Up Volunteer

**Description:**

The Client Services department handles all client interactions, including but not limited to, adoptable animal visits and adoptions, intake of owner surrendered animals, filing lost reports and reuniting owners with their animals.

Client Services Follow Up Volunteers assist Client Services Representatives with checking on newly adopted animals to ensure the transition is going well. Email clients at the 3-day, 3-week, and 3-month post-adoption marks and enter notes into our shelter software, Chameleon. Opportunity to move up to a level 2 position assisting with

**Supervision:**

Direct supervision by Client Services Supervisors and Lead Client Services Representative, indirect supervision by Shelter Supervisor and Shelter Manager

Works closely with and receives training from Client Services Representatives

**Requirements:**

Client Services Follow Up Volunteers must be at least 16 years of age

Volunteers 18 years of age and older must complete a national criminal background check and sex offender search.

**Commitment:**

Client Services Follow Up Volunteers must be able commit to a minimum of 2 hours per week for a minimum of six months.

**Working Conditions:**

All volunteer work will be performed in the animal shelter setting. There is a potential for exposure to zoonotic diseases and cleaning chemicals. This is a sedentary position which will require the volunteer to be sending emails, entering data and completing administrative work for the duration of their shift.

**Training:**

* Attend a Volunteer Orientation
* Interview with a Client Services Supervisor and/or Lead Client Services Representative
* Receive Non-Animal Handling Training and shelter tour
* Attend on the job first shift training

**Duties:**

* Using Larimer Humane Society guidelines, Follow Up Volunteers will send emails to clients to check in on newly adopted animals.
* Use shelter software to complete data entry
* Assist Client Services Department with other administrative duties, as needed

**Level 2 Duties:**

* Assist with making offsite adoption calls to check on the status of animals in the care of other organizations and pet stores.
* Assist with pulling voicemails and answering phone inquiries as requested.

**Dress Code:**

* Green volunteer t-shirt
* Closed-toe shoes
* Pants

**Department Contact Information:**

clientservices@larimerhumane.org

(970) 226-3647 ext. 3400