



3501 East 71st Street
Loveland, CO 80538
Phone: (970) 226-3647
www.nocohumane.org

Client Services Adoption Greeter 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 Adoption Greeters welcome clients as they enter the Adoption Lobby, review animal information with potential adopters, and facilitate adoption visits. Opportunity to move up to a Level Two position to assist with additional tasks.

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 Adoption Greeter 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 Adoption Greeter 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, exposure to dangerous and fractious animals, exposure to high noise levels when in kennel area, and a potential for animal bites and scratches while handling animals.

Physical Activities:

While a majority of the volunteer work for this position is sedentary, Client Service Adoption Greeters will set up visits with clients and bring animals to visit rooms using proper animal handling techniques.

Training:

- ☐ Attend a Volunteer Orientation
- ☐ Interview with a Client Services Supervisor and/or Lead Client Services Representative
- ☐ Attend hands-on Animal Handling Training
- ☐ Attend on the job first shift training

Duties:

- ☐ Proactively greets NOCO Humane customers in a friendly, professional manner at all times.
- ☐ Directs patrons to adoptable animal areas, retail store, restrooms and Intake Lobby if applicable.
- ☐ Answers general questions from the patrons visiting the shelter; seeks the assistance of a Client Services Supervisor, Lead, or Representative if necessary.
- ☐ Provides clients with accurate information regarding any applicable animal and the adoption process, and ensure that all waivers and FYIs are thoroughly understood prior to visit.
- ☐ Cleans/sanitizes visitation rooms between patron(s)' visits with adoptable animals
- ☐ Assists staff with keeping the Adoption Lobby, retail store and host desk clean and clutter free
- ☐ Conducts adoption visits, using shelter software to locate and provide client with all available information pertaining to the animal's intake, behavior, and medical history. Refers patron to Client Services Representative to complete adoption process, if applicable.

Level Two Adoption Greeter Duties:

- ☐ Make enrichment items for animals currently residing at NOCO Humane
- ☐ Pull voicemails and respond to phone inquiries as requested
- ☐ Additional Chameleon (shelter software) training
- ☐ Assistance in Intake Lobby and walking clients through stray areas

Dress Code:

- ☐ Green volunteer t-shirt
- ☐ Closed-toe shoes
- ☐ Pants
- ☐ Please note that you will be handling cleaning chemicals and animals so be aware that clothing may get dirty.

Department Contact Information:

clientservices@nocohumane.org
(970) 226-3647 ext. 3400