



1620 42nd St
Evans, CO 80620
Phone: 970.506.9550
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 and review animal information with potential adopters, as well as setting up animal visits.

Objective:

To assist NOCO Humane's Client Service Representatives in greeting shelter patrons and providing exceptional customer service when assisting with animal visits and adoptions. Prepare/clean adoption visitation rooms, complete administrative tasks, review animal information with potential adopter and facilitate adoptions visits.

Supervision:

Direct supervision by the Volunteer Coordinator. Indirect supervision by Client Services Supervisors, Lead Client Services Representative, the 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, bring animals to visit rooms using proper animal handling techniques and cleaning.

Training:

- ☐ Attend a Volunteer Orientation
- ☐ Interview with the Volunteer Coordinator
- ☐ 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 – always greeting customers with a smile
- ☐ 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 general shelter knowledge and information on adoptable animals and the adoption process.
- ☐ Communicates high-traffic concerns with Client Services staff to ensure proper flow of customers through the shelter.
- ☐ 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.
- ☐ Ensures client receives accurate information regarding any applicable animal and that all waivers and FYIs are thoroughly understood prior to visit.

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.