



3501 East 71st Street
Loveland, CO 80538
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www.nocohumane.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 to 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 NOCO Humane 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