



1620 42nd St
Evans, CO 80620
Phone: 970.506.9550
www.nocohumane.org

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. Adoption Greeters welcome clients as they enter the Adoption Lobby and assist with their different needs.

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 Volunteers must be at least 16 years of age
- ☐ Volunteers over the age of 18 must complete a national criminal background check and sex offender search
- ☐ Volunteers must complete 8 hours in cleaning & enrichment prep before starting Dog Care training
- ☐ Respond quickly and appropriately to verbal instruction and conduct duties without unnecessary disruptions to staff or clients

Commitment:

Client Services Adoption Greeter Volunteers must be able commit to a minimum of 8 hours per month 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 may assist with cleaning visitation rooms and preparing for adoption visits.

Training:

- ☐ Attend orientation with Volunteer Coordinator
- ☐ Complete 8 hours in cleaning/enrichment prep
- ☐ Attend hands-on training

Duties:

- ☐ Proactively greeting NOCO Humane clients in a friendly, professional manner at all times – always greeting clients with a smile
- ☐ Directing clients to adoptable animal areas, restrooms
- ☐ Answering general questions from the clients visiting the shelter; seeking the assistance of a Client Services Supervisor, Lead, or Representative if necessary
- ☐ Providing clients with general shelter knowledge and information about adoptable animals and the adoption process
- ☐ Communicating high-traffic concerns with Client Services staff to ensure proper flow of clients through the shelter.
- ☐ Cleaning/sanitizing visitation rooms between clients' visits with adoptable animals
- ☐ Assisting staff with keeping the Adoption Lobby clean and clutter-free

- ☐ Using shelter software to provide clients with all available information pertaining to the animal's intake, behavior, and medical history. Referring clients to Client Services Representatives to complete adoption process, if applicable.
- ☐ Ensuring clients receive accurate information regarding any applicable animal and that all waivers and FYIs are thoroughly understood prior to visits

Dress Code:

- ☐ Blue volunteer t-shirt
- ☐ Volunteer Name Tag
- ☐ Closed-toe shoes
- ☐ Long pants