



1620 42nd Street
Evans, CO 80620
Phone: (970) 506-9550
www.nocohumane.org

Client Services Follow-Up/Admin 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/Admin Volunteers assist Client Services Representatives in following up with clients on adoptions, assembling adoption packets, and various other administrative tasks involving paperwork and using our shelter software, Chameleon.

Supervision:

Direct supervision by Volunteer Coordinator, indirect supervision by Client Services Supervisors and Lead Client Services Representatives, Shelter Supervisor, and Shelter Manager

Works closely with and receives training from Client Services Representatives

Requirements:

Client Services Admin 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/Admin Volunteers must be able to 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. This is a sedentary position which will require the volunteer to send emails, enter data, and complete administrative work for the duration of their shift.

Training:

- Attend Volunteer Orientation
- Complete 8 hours in Cleaning & Enrichment Prep
- Attend on-the-job training

Duties:

- Send emails to clients to check in on newly adopted animals using NOCO Humane guidelines
- Use shelter software to complete data entry
- Assemble paperwork to go home with adopted animals
- Assist Client Services Department with other administrative duties, as needed

Dress Code:

- Blue volunteer t-shirt
- Closed-toe shoes
- Pants