



LARIMER HUMANESOCIETY

3501 East 71st Street
Loveland, CO 80538
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www.larimerhumane.org

Client Services Greeter and Animal Liaison Volunteer

Objective:

To assist Larimer Humane Society's Client Service Representatives in greeting shelter patrons and providing exceptional customer service when assisting with intake or adoptions. Prepare/clean adoption visitation rooms, complete administrative/shelter 'front desk' tasks, facilitate adoption visits, assist with walking patrons through stray areas to look for their missing animal, and assist with other miscellaneous tasks as requested.

Purpose:

Ensures that patrons are served promptly; treated respectfully; receive the proper information on Larimer Humane Society's animals, programs and services; and leave with a positive impression of the shelter...and hopefully a new pet! This position helps to strengthen the public's perception of Larimer Humane Society which ultimately helps more animals get adopted into new homes or reunited with their owners.

Duties:

- Proactively greets Larimer Humane Society customers in a friendly, professional manner at all times – always greeting customers with a smile and/or general concern (depending on the situation), open the door for clients, assist clients with carrying animals/items into the shelter.
- Checks guests in upon their arrival by entering their name and reason for their visit into the main host desk computer; provide patrons with an estimated wait time to visit with the member of the client services staff.
- Directs patrons to adoptable animal rooms, public areas, and restrooms.
- Provides patrons with the necessary paperwork to complete prior to visiting with a Client Services Representative (i.e. cat or dog surrender paperwork, stray impound card, etc.)
- Provides clients with knowledge and information on adoptable animals and the adoption process.
- Answers general questions from the patrons visiting the shelter; seeks the assistance of a Client Services Supervisor or Lead, if necessary.
- Informs customers of special adoption promotions.
- 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 lobby and intake rooms clean and free of clutter.
- Escorts patrons that have lost their pet through stray animal rooms for possible identification.
- 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 client to Client Services Representative to complete adoption process, if applicable.
- Assists with other miscellaneous tasks, as directed by a member of staff.

Requirements/Training:

- Regular email access
- Attend volunteer orientation
- Interview with Client Services Supervisor(s) or Client Services Lead
- Direct on-the-job training with Client Services Supervisor(s), Client Services Lead, and/or Client Services Representatives.
- Larimer 301 (messaging) Training
- Attend continual on-the-job training provided by Larimer Humane Society staff and experienced volunteers
- At least 16 years of age

Qualifications:

- ❑ *Customer Service:* Must demonstrate excellent customer care when interacting with members of the public. This includes customer needs assessment, meeting quality standards for the services we provide to the public, and the ability to ascertain a customer's level of satisfaction with the organization.
- ❑ *Positive Communication Skills:* Volunteer must provide exceptional communication and positive representation of the organization to customers and other external parties. This includes both verbal and written communication.
- ❑ *Strong Interpersonal Skills:* Must establish and maintain cooperative working relationships with others and be able to participate in a team-oriented work environment.
- ❑ *Problem Solving:* Must be able to identify possible customer concerns and be able to actively solve the problem either through training or experience provided by the Client Services staff or secure the assistance of a Client Service Supervisor, the Shelter Manager or Director of Operations when necessary and appropriate.
- ❑ *Priority Assessment:* Be able to ascertain the importance of client needs and maintain a high-level of service to the public.
- ❑ *Emotional Intelligence:* Must have the ability to recognize and control your emotions to maintain a high level of professionalism with internal staff, volunteers and external customers.
- ❑ *Communication and Active Listening:* The ability to promote two-way communication by presenting clear ideas using thoughtful and responsive words and through active listening. The capability to summarize and reflect ideas back for accuracy and ask questions when you are unclear.
- ❑ *Technical Skills:* Must have knowledge of working with computers. Information gathered at the host desk is entered into a computer system. Information discussed with clients during adoption visits is obtained from Chameleon shelter software.
- ❑ *Safe animal handling skills.*
- ❑ *No allergies to animals or chemicals.*
- ❑ Must be emotionally equipped to handle displeased clients and overcrowded lobby conditions.
- ❑ Be willing to clean and help with administrative tasks.
- ❑ Must have ability to multi-task.
- ❑ Must adhere to Larimer Humane Society's Professional Code of Conduct.
- ❑ Must be able to handle all types of adoptable animals, which includes dogs, cats, small mammals, reptiles, barnyard animals, and more.
- ❑ Must be able to lift up to 50 lbs unassisted.

Volunteer Benefits:

- ❑ Ability to hone customer service, communication, problem solving and interpersonal skills.
- ❑ Gain knowledge of Larimer Humane Society's clientele and animal-related issues.
- ❑ Gain knowledge and exposure to different types and breeds of animals.
- ❑ Gain knowledge of shelter procedures and operations.
- ❑ Learn information that will improve your relationship with your own companion animals.

Supervision:

Direct supervision by Client Service Supervisor and Client Services Lead, and indirect supervision by Client Services staff, Shelter Manager, and Director of Operations.

Time Commitment:

Willing to volunteer 2 hours per week (same day/time each week) for a minimum of 6 months.