



3501 East 71<sup>st</sup> Street  
Loveland, CO 80538  
Phone: (970) 226-3647  
Fax: (970) 226-2968  
[www.larimerhumane.org](http://www.larimerhumane.org)

## LARIMER HUMANESOCIETY

---

### Client Services Phone Assistant 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 Phone Assistant Volunteers provide excellent customer service over the phone to clients prior to or after their trip to Larimer Humane Society. This is a non-animal handling position.

**Objective:**

To assist Larimer Humane Society's Client Service Representatives in retrieving phone messages, calling clients back as applicable, conducting after-adoption follow up calls and answering general shelter questions.

**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 Phone Assistant 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 Phone Assistant 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. This is a sedentary position which will require the volunteer to be answering phone calls, 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 Larimer Humane Society guidelines, Phone Assistant Volunteers will answer, screen, and transfers calls to appropriate departments
- Assist clients over the phone by answering general shelter questions
- Review voicemail messages left on the general Larimer Humane Society mailbox and accurately record name, number and message for review by Client Services Representative
- Return messages as assigned by Client Services Supervisor or Lead

- Complete follow-up calls for clients who recently adopted an animal from Larimer Humane Society
- Use shelter software to complete data entry
- Assist Client Services Department with other administrative duties, as needed

**Dress Code:**

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

**Department Contact Information:**

clientservices@larimerhumane.org  
(970) 226-3647 ext. 3400