

APPENDIX “B” – ROLE DESCRIPTION

VOLUNTEER POSITION TITLE: STORE & RECEPTION

Commitment

For most roles, you will be asked to commit to a minimum of 2 hours a week for six months of service

	9am-12pm	12pm-3:30pm	3:30pm-7pm
Monday			Available
Tuesday	Available	Available	
Wednesday		Available	
Thursday			Available
Friday		Available	Available
Saturday	Available	Available	Available
Sunday	Available		

Responsibilities

- Professionally greeting and directing potential adopters who have an appointment set up with the CHS Adoptions Team
- Informing potential adopters about the basic adoption process
- Answering general inquiries about CHS
- Answering the Reception phone line
- Assisting other clients such as deliveries, walk-in appointments, volunteers, donors, store shopper and other shelter visitors.
- Operating NCR system, store till and handling cash
- Answering voicemails
- Pricing and stocking shelter store with inventory
- Professionally supporting store customers with any questions they may have
- Completing other administrative tasks as required.
- Cleaning duties as assigned
- Adhere to CHS safety and hygiene guidelines
- Adhere to all animal kennel signage
- Provide positive interaction, affection, socialization and exercise for animals in the adoptions area to help increase their adoptability and to decrease their stress levels as they wait for the new forever homes
- Assisting with sorting physical donations

Training

Training is mandatory and will be provided by CHS free of charge

- First Buddy Shift (**REQUIRED**)
- Second Buddy Shift (**REQUIRED**)
- Canine Body Language (OPTIONAL)
- Feline Body Language (OPTIONAL)
- How Animals Learn (OPTIONAL)
- Rabbits 101 (OPTIONAL)
- Leash training (OPTIONAL)

Requirements

- Must be 16 years or older
- Attend an interview
- Punctual, reliable and able to follow through with commitment to shift times
- Previous animal experience and knowledge is considered an asset
- Provide a clear Criminal Record Check. (There is a \$30 fee associated with this.)
- Signed Agreement & Release form
- Can be trusted to work independently and with minimal supervision and adhere to confidentiality policy.
- Ability to maintain a high level of professionalism and act as an ambassador for the Calgary Humane Society.
- Ability to take and follow directions.
- Have an appreciation and respect for animals and the values of CHS.

How to Apply

Please apply through the link below:

[CLICK HERE TO APPLY!](#)

Closing date: Position will remain open until successful candidates have been placed

Calgary Humane Society *sincerely* appreciates your interest in volunteering for our organization. Please note that only candidates who are selected to participate in the interview process will be contacted. Applicants will receive an update on application status with 3 – 4 weeks of applying.
