



## Calgary Humane Society

### APPENDIX "B" – ROLE DESCRIPTION

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## VOLUNTEER POSITION TITLE: STORE & RECEPTION

### Impact

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Our store and reception volunteers are the warm and friendly faces that greet all who enter CHS. As front-line customer service volunteers, they gain a wonderful amount of knowledge about the shelter, meet many people, and use computer skills, phone skills, public speaking skills, and organizing skills during each shift.

### Commitment

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For most roles, you will be asked to commit to a minimum of six months of service with a weekly commitment of two to three hours. Shifts are Weekdays from 9:00 am – 11:00 am, 11:00 am – 1:00 pm, 1:00 pm – 3:00 pm, 3:00 pm – 5:00 pm, 5:00pm – 7:00pm. On Weekends from 9:00 am – 11:00 am, 11:00 am – 1:00 pm, 1:00 pm – 3:00 pm, 3:00 pm – 5:00 pm.

### Responsibilities

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- Professionally greeting and directing potential adopters who have an appointment set up with the Adoptions Team
- Informing potential adopters about the adoption process
- Answering general inquiries about Calgary Humane
- Answering the Reception phone line
- Optional training on the store NCR system, store till and processing transactions
- 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
- Assisting with sorting physical donations
- 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

### Training

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

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

### Requirements

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- 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
- Photo ID – all volunteers over the age of 16 must have two pieces of valid, government-issued identification. For those 15 years or younger, school photo ID can be used. Please ensure you have these documents prior to submitting a volunteer application.
- Provide a clear Criminal Record Check. (There is a \$30 fee associated with this.)
- Sign a Volunteer 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

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Please click the link below:

[CLICK HERE TO APPLY!](#)

Closing date: The 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.

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