



Position Description – Adoption Desk Volunteer

Supervisor: Deb Waggoner, Volunteer Coordinator, West Suburban Humane Society and Laney Forman, Adoption Desk Manager

Purpose of the Position: Serve as the front line for visitors to the shelter and facilitate the adoption process

Major responsibilities:

- Greet visitors in a friendly and welcoming manner
- Answer phone
- Learn adoption rules and guidelines
- Screen applicants using their completed adoption application
- Answer questions in person and on the phone about adoptions, the animals, and the shelter
- Accompany visitors to kennel/cattery
- Enter adoption information into Petpoint software
- Complete adoption process with adopter
- Carry donations down to basement

Time Required: One 2-4 hour shift per week during mid-day or evening hours during the week, or a 4 hour shift during mid-day hours every other week on weekends.

Shift Times: M/Tu/Th/Fr, 7:00 – 9:00 pm; Sat/Sun, 11:00 am – 3:00 pm, every other week

Qualifications:

- Must be at least 21
- Experienced WSHS volunteer, familiar with the shelter's mission and procedures
- Computer experience is essential
- Customer service skills
- Capacity to learn and follow shelter rules and guidelines
- Comfortable talking to visitors, even when they are upset or angry
- Ability to handle large groups of visitors while staying calm and efficient
- Comfortable working in an environment that can be noisy, messy, and malodorous
- Ability to work independently and with other volunteers
- Passionate about animals and WSHS's mission

Training and/or Preparations Required: This position is only available to current WSHS volunteers who have been recommended by staff. Training involves shadowing an adoption desk staff member, followed by working under supervision by adoption desk staff. All new Adoption Desk Volunteers must have approval from an Adoption Desk staff member before working independently

Benefits to the volunteer: Gain knowledge about shelters and the adoption process, be instrumental in facilitating adoptions of homeless animals, improve customer service and computer skills