

# Pawsitive Impact

Grapevine Animal Services Volunteer Program



## Client Services Ambassador Volunteer

Client Services Ambassadors assist Grapevine Animal Services staff in providing exceptional telephonic, electronic, and in person customer service to patrons.

***\*This position will have no animal handling component.***

### **Is this position right for you?**

- Warm, positive customer service oriented personality
- Strong communication and active listening ability
- Enjoy interacting with people
- Enjoy conversing about animals
- Take pride in keeping things neat and tidy
- Able to be resilient and level-headed in the event of conflict
- Emotionally equipped to handle shelter conditions and long-term residents
- Commit 2 hours per week for at least 6 months
- At least 18 years of age

### **Duties/Responsibilities:**

- Provide exceptional customer service, communication, and positive representation of the organization
- Establish and maintain cooperative working relationships with others
- Identify and solve concerns through training or experience provided by staff
- Phone communication—answer, screen, and transfer calls or take messages as needed. Assist with follow up calls such as returning calls or adoption follow-up
- In person interaction—serve patrons by providing direction, answering questions, looking up information, and assisting with paperwork
- Electronic communication—send or receive basic information as needed such as lost/found report information, animal photos, and adoption follow up
- Maintain contact with staff and report any concerns
- Understand disease prevention and transmission in a shelter environment
- Organize, stock supplies, and sanitize work space and public presenting areas of shelter as needed
- Assist staff with administrative tasks as assigned, such as but not limited to, data entry, document production, and file uploads.
- Read and follow signage
- Responsible for working scheduled shift

### **Requirements:**

- 6 months customer service experience
- Experience with computer programs, operating office equipment
- Additional requirements TBD

### **Dress Code:**

- Volunteer t-shirt
- Volunteer nametag
- Close toed, non-slip shoes
- Long pants