



CLERICAL/KIOSK

There is mandatory orientation for all volunteers.

Major Objective: To assist staff with administrative duties.

Responsibilities

- General office duties including but not limited to: filing, typing, mailing, answering telephones,
- Knowledge of facility to cover the front KIOSK – provide accurate referral information.
- Computer data entry.
- Assist with special projects.
- Great customer service skills.
- Work the Spay and Neuter Clinic – courtesy reminder phone calls to client with appointments to clinic.
- Schedule callbacks for adoption contracts.
- Prepare licensing mailers, which include folding and stuffing.

Training:

- Complete Volunteer Application
- Interview with Volunteer Coordinator
- Attend Volunteer Orientation
- Scheduled on the job training with office supervisor or volunteer coordinator

Commitment:

- Volunteer a minimum of 8 hours a month participate in the program for one year, read and follows SOP, always checks in and out on the sign in sheet.

Supervision:

- Direct supervision by Volunteer Coordinator, Indirect supervision by office supervisor.