



Board of County Commissioners
Department of Community Services
Division of Community & Recreational Programs
Animal Services Section
4030 Airport Road --- Inverness, Florida 34450
Phone: (352) 746-8400 --- Fax: (352) 726-4120 www.citruscritters.com

VOLUNTEER JOB DESCRIPTION

- TITLE:** Volunteer Front office assistant
- OBJECTIVE:** Assist staff with day to day tasks to enable staff to process visitors in a timely and thorough manner.
- LOCATION:** Shelter Front office
- TIME COMMITMENT:** Tuesday through Saturday, 10 a.m. to 4 p.m.
- AGE REQUIREMENT:** 18 years old
- REPORTS TO:** Volunteer Coordinator, Operations Manager
- DRESS CODE:** Volunteer t-shirt, name tag, closed toe shoes, tasteful casual wear
- RESPONSIBILITIES:**
- Greet customers if no greeter is present (*see Greeter job description*)
 - Data entry and document scanning
 - Answer phones
 - Assist with special projects at the direction of staff
 - Photocopying
 - Filing
 - Confirm clinic appointments
 - Keep forms and handouts copied , available and organized
 - Socialize, feed and walk front office dogs and cats
 - Accept donations and store in appropriate location
 - Follow up on lost pet forms for information on recovery of pet
 - Hand out appropriate forms to visitors and ensure they are filled out completely before giving to staff member
- QUALIFICATIONS:**
- Ability to multi-task
 - Familiarity with computers preferred
 - Good customer service
 - Proper telephone etiquette
 - Able to learn to use copier, scan, fax machine and multi-line telephone system
 - Organized