



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](http://www.citruscritters.com)**

VOLUNTEER JOB DESCRIPTION

**TITLE:** Volunteer Greeter

**OBJECTIVE:** Make each and every visitor to CCAS feel welcome, acknowledged and assisted.

**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 and welcome all visitors in the front door
- Direct visitors to the sign-in sheet
- Inquire as to the purpose of the visit
- Assist visitor in what they need, i.e. forms, answer questions, direct to location, etc.
- Inform visitor of wait time if they need to see a staff member
- Disperse forms filled out to appropriate area/staff
- Be familiar with office/shelter procedures for: adoptions; fostering; turn in animals; find lost pets; schedule clinic appointments; dispersion of meds; license requirements; fee structure; shot clinic and classes; volunteer opportunities; etc.
- Monitor cleanliness of front office and take appropriate steps to clean when necessary
- Monitor flyers, literature etc. for currency and replace/remove as necessary

**QUALIFICATIONS:**

- Excellent customer service skills, be a people person
- Patience, politeness, ability to set aside emotions
- Listening skills
- Organized
- Mobile
- Able to represent the CCAS in a positive, encouraging manner