



Board of County Commissioners

Department of Community Services

Animal Services Division

4030 S. Airport Road Inverness, FL 34450

(352) 746-8400 FAX (352) 726-4120

www.citruscritters.com

VOLUNTEER JOB DESCRIPTION

TITLE: Volunteer Front office Phone Assistant

OBJECTIVE: Assist staff by answering the phones during office hours

LOCATION: Shelter Front office

TIME COMMITMENT: 4-7 hours shifts, Tuesday through Saturday, 9:30 a.m. to 4 p.m.

AGE REQUIREMENT: Minimum 18 years old

REPORTS TO: Volunteer Coordinator, Front Office Staff

DRESS CODE: Volunteer t-shirt, name tag, closed toe shoes, tasteful casual wear

RESPONSIBILITIES:

- Answer phones courteously
- Answer basic questions regarding shelter operation (time, location) and animal inquiries
- Gather information from callers and take and distribute messages
- Forward calls appropriately
- Make calls as requested by staff
- Fill out proper forms (i.e. lost pet)
- Escalate calls as needed to staff

QUALIFICATIONS:

- Ability to multi-task in a fast paced environment
- Familiarity with CCAS phone system
- Familiarity with CCAS web site and how to log on
- Proper telephone etiquette
- Organized

TRAINING:

- Provided on site