

**PET ALLIANCE OF GREATER ORLANDO
VOLUNTEER POSITION DESCRIPTION**

- POSITION:** Community Engagement Volunteer
- SPECIAL CONDITIONS:** Minimum 2 programs per month for at least six months.
- REPORTS TO:** Volunteer Manager/May also receive direction from PAGO staff at offsite events.
- TRAINING:** Orientation (1 hour) & Engagement Training (2 hours)

CUSTOMER SERVICE EXPECTATION:

Every volunteer action performed impacts customer satisfaction, and this has a direct impact on the success of the Society. Volunteers are ambassadors for PAGO, and in that capacity, are expected to uphold the mission and vision and adhere to PAGO policies and procedures.

FUNCTION:

Community Engagement Volunteers carry out engagement experiences at the shelter by leading tours and group volunteering programs, and also offer education opportunities at offsite community events, schools, offices and more.

RESPONSIBILITIES:

- Lead Tours, Group Volunteer Programs and Table Top Outreach Events (one or all)
- Prepare for sessions by reviewing the session outline provided by Pet Alliance
- Maintain a professional approach to handling animals and dealing with the children and adults

QUALIFICATIONS:

- Minimum age of 18 required
- Must be comfortable speaking to groups
- Comfortable handling shelter dogs and cats

KNOWLEDGE, SKILLS, AND ABILITY:

- Highly motivated toward the welfare and humane treatment of all animals
- High level reading, writing, spelling and communication skills in English
- Ability to communicate effectively with the public and staff
- Knowledge of computer functions for presentations
- Agree to support Pet Alliance of Greater Orlando's policies and procedures

PHYSICAL AND MENTAL DEMANDS:

- May require traveling to outside agencies/organizations
- Requires walking or standing for extended period of times
- Ability to lift or carry equipment
- Ability to work in large crowds

WORKING CONDITIONS:

- Most work is performed in the shelter areas of the Pet Alliance of Greater Orlando. It is an open, adequately ventilated, but somewhat noisy environment. In addition, the kennels are subject to extremely warm temperatures during the summer months.

- This position requires moving between rooms and buildings that may result in increased exposure to extremes in temperature.
- Position requires frequent and routine public contact as well as the ability to multi-task and maintain safe animal handling techniques under conditions that can be fast paced

This list of essential functions is not intended to be exhaustive. Pet Alliance of Greater Orlando reserves the right to revise this position description as needed to comply with actual position requirements.

Pet Alliance of Greater Orlando is an equal-opportunity employer, a drug-free workplace and compliant with ADA accommodations. Regardless of race, color, marital status, sex, sexual orientation, gender identity, genetic information, age, religion, national origin, disability, veteran's status, military leave, or other characteristics protected by applicable federal, state, or local law, Pet Alliance of Greater Orlando affords equal opportunity to all qualified Employees, Volunteers and applicants. We stand together in our dedication to the well-being of animals and pet owners, embracing their diversity as well.