



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

<b>POSITION:</b>	Receptionist/Administrative Volunteer Can
<b>SPECIAL CONDITIONS:</b>	Minimum of one regular weekly 3 hour shift required
<b>REPORTS TO:</b>	Development Specialist/ Volunteer hours next coupleManager
<b>TRAINING:</b>	Orientation (1 hour) & On-The-Job Training (3 hours)

### **CUSTOMER SERVICE EXPECTATIONS:**

Every volunteer action performed impacts customer satisfaction, and this has a direct impact on the success of the organization. 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:**

Administrative Volunteers serve as one of the first faces a guest sees at Pet Alliance. Administrative Volunteers assist with clerical duties such as filing, mailings and data entry. They also greet guests, answer any questions they may have and direct them around the facility.

### **RESPONSIBILITIES:**

- Greet and direct guests at front desk
- Mail donor thank you letters
- Enter data and assist with database management
- Sorting, scanning and filing
- Sorting donations

### **QUALIFICATIONS:**

- Minimum age of 18 required
- Must be computer savvy
- Must be comfortable interacting with the public and answering questions as needed
- Comfortable around 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
- Experience with microsoft office and google drive
- Agree to support Pet Alliance of Greater Orlando's policies and procedures

**PHYSICAL AND MENTAL DEMANDS:**

- Ability to sit for long periods of time
- May require bending, kneeling, reaching and lift light objects

**WORKING CONDITIONS:**

- Most work is performed in the office 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.*

**Please Note: Administrative Receptionist Volunteers must purchase a nametag, tshirt and insurance for \$25.**