



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

<b>POSITION:</b>	Bark Buddy
<b>SPECIAL CONDITIONS:</b>	Minimum 6 hours of availability per month. Regular handling of dogs is required. Most work is in the kennels, which at times can be a very hot and noisy environment.
<b>REPORTS TO:</b>	Volunteer Manager/Coordinator and Shelter Manager
<b>TRAINING:</b>	Orientation & Bark Buddy Basics (3 Hours) and Interactive Training (3 hours)

### **CUSTOMER SERVICE EXPECTATION:**

Every volunteer action performed impacts customer satisfaction, and this has a direct impact on the success of the Society. Providing excellent customer service to both internal and external customers is considered a critical part of being a volunteer.

### **FUNCTION:**

The Bark Buddy works in collaboration with shelter staff and other volunteers to ensure the daily enrichment, socialization, exercise and care of the shelter dogs. The Bark Buddy is highly visible to the public and interacts routinely with potential adopters to help them find their new pet

### **RESPONSIBILITIES:**

Care of Dogs:

- Clean up after dogs as needed- in kennels, on walks and in yards
- Ensure clean water is available at all times in kennels and in yards
- Maintain appropriate exercise, medical and behavioral memos
- Bathe dogs as needed

Time Specific Duties

During Non-Operating Hours (9am-12pm)

- Exercise dogs
- Assist staff with Play Groups
- Distribute enrichment, socialize and work on basic manners

During Operating Hours (12-6pm)

- Greet potential adopters, guide them through the kennels and lead them to dogs that might best suit their lifestyle and desires
- Exercise and socialize dogs between customer interactions

Other:

- Keep all related work areas clean and in good order, including the Volunteer Den
- Maintain dress code and proper attitude always
- Perform other duties as assigned to meet the needs of the organization

### **QUALIFICATIONS:**

- Minimum age of 16
- Dog handling experience preferred



### **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
- Agreement to support Pet Alliance of Greater Orlando policies and procedures

### **PHYSICAL AND MENTAL DEMANDS:**

- Safely handling small to extra-large dogs in a shelter requires average vision, hearing, steadiness of hands/body, quick reflexes, physical strength and mental alertness.
- The physical demands of this position also require standing, walking and bending for extended periods of time. Lifting requirements of up to 50 pounds

### **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 volunteer 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.*