

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

- POSITION:** Clinic Wellness/Surgery Assistant
- SPECIAL CONDITIONS:** Minimum of one regular weekly 3 hour shift required
- REPORTS TO:** Clinic Manager
- TRAINING:** Orientation (1 hour) & Hands-On Training As Needed

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:

Clinic Wellness/Surgery Assistants serves to support the veterinary technicians with wellness appointments and in the surgery suite. Volunteers will also greet guests, answer any questions they may have and direct them around the facility.

RESPONSIBILITIES:

- Prepare Surgery Packs
- Clean Kennels and Exam Rooms between animals
- Monitor Animals waking from anesthesia
- Assist with releasing patients

QUALIFICATIONS:

- Minimum age of 18 required
- Must be comfortable interacting with the public in person and on the phone
- Experience in a veterinary clinic or as a Medical Administrative Volunteer preferred
- Comfortable around dogs and cats
- Comfortable in a surgery/clinic atmosphere

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
- Comfortable in a fast paced, busy and often loud environment
- 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 clinic 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: Clinic Wellness/Surgery Volunteers must purchase a nametag, tshirt and insurance for \$25.

Please note that we are not onboarding new volunteers for this opportunity at our Orlando facility.