



## Volunteer Service Description



<b>Title</b>	Farmington Regional Animal Shelter Adoption Ambassador
<b>Pay Class</b>	Volunteer – Unpaid
<b>Commitment</b>	Minimum 4 months; 2, 4, 6, or 8 hours per week
<b>Number of positions</b>	Unlimited

<b>Department/Division</b>	<u>PRCA/FRAS</u>	<b>Latest Review Date</b>	<u>Until Filled</u>
<b>Personnel Review</b>	<u>T. Swenk</u>	<b>Department Review</b>	<u>Amber Francisco</u>

### **Job Duties:**

Essential Duties: Reports to and works under the supervision of the Farmington Regional Animal Shelter Front Desk Manager, Community Program Coordinator, or designees.

- Proactively greets Farmington Regional Animal Shelter customers in a friendly, professional manner at all times and always with a smile.
- Provides Farmington Regional Animal Shelter guests with the necessary paperwork to complete an adoption.
- Becomes familiar with the adoption process and prices.
- Answers general questions from the guests visiting the shelter; seeks the assistance of front desk staff if needed.
- Ensures guests receive accurate answers to questions or are referred to another resource for accurate information
- Maintains orderly appearance of front desk area and ensures that all displays and supplies are well stocked from back stock, and are orderly and clean.
- Communicates customer requests to management
- Communicates high-traffic concerns with front desk staff to ensure proper flow of customers through the shelter
- Assists staff with keeping the lobby room clean and free of clutter.
- Escorts guests through the adoptable animal rooms and helps recommend a suitable animal for their living situation.
- Escorts guests that have lost their pet to holding area for possible identification.
- Facilitates adoptions by escorting animals and clients into visitation rooms and refers guests to front desk to complete adoption process.
- Complies with all policies and procedures.
- Complies with volunteer standards and policies in PRCA Volunteer Management Manual.



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The duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

### **Qualifications:**

This position is subject to the City of Farmington's Drug and Alcohol Free Workplace Policy.

- Attends orientation and training
- Ability to communicate courteously and effectively with the public on all age levels and cultural backgrounds, both verbally and in writing
- Ability to establish and maintain working relationships with co-workers, supervisors, other City personnel, and the public
- Ability to listen and understand questions and provide accurate information
- Ability to perform duties as assigned with little supervision
- Ability to follow verbal and/or written instructions

### **Physical Demands:**

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the volunteer is frequently required to stand, walk, sit and talk or hear. The volunteer is occasionally required to balance; stoop, kneel, crouch or crawl.

The volunteer must occasionally lift and/or move up to 20 or 40 pounds. The volunteer may occasionally lift animals requiring up to 20 or 40 pounds of force. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.



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### **Work Environment:**

The work environment characteristics described here are representative of those a volunteer may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is generally moderate to loud requiring ear protection provided by staff.

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**We are an Equal Opportunity Employer, M/F.**