



VOLUNTEER JOB DESCRIPTION: CUSTOMER CARE

POSITION SUMMARY

Days: Tuesday- Saturday

Hours: 2-3 hour shifts depending on shelter needs

NCAL's Customer Care Volunteer works directly in all aspects of customer service in our Pet Adoption Center. We are looking for passionate and enthusiastic individuals who enjoy working in a fast-paced environment with both people and animals. Customer service is the first and essential step towards encouraging positive adoption outcomes, interactions with prospective adopters, donors and the community in general. You will be working closely with the Adoptions and Customer Care Manager to assist in all things customer service related surrounding the front desk, illustrated below.

ESSENTIAL FUNCTIONS:

Answering the Front Desk Phone:

- Log and direct incoming phone calls related to specific animals available for adoption, owner surrenders, lost/found animals, donations, cruelty cases, and shelter programs to the Adoptions and Customer Care Manager
- Answer basic questions about NCAL including our adoption process, details about animals available for adoption, and general shelter information that the public inquires about

Processing Adoption Applications:

- Confirming new applications that have been submitted
- Calling references with specific questions provided by the Adoptions and Customer Care Manager
- Email pre-approved adopters about new available animals for adoption
- Checking in with applicants to update the status of their application
- Data entry through the shelter database
- Confirming scheduled appointments for potential adopters to meet with animals

Processing Adoption Paperwork:

- Making photocopies of adoption paperwork to send home with adopters
- Filing completed adoption paperwork in the staff office
- Organizing paperwork in the staff office and making additional copies when low

Other Tasks:

- Maintaining the lobby's cleanliness through mopping, sweeping and wiping down counters
- Greets all visitors and assists them with our sign in process
- Explains to visitors NCAL's current adoption procedures, other operational protocols, safety measures involving Covid-19 safety and answers questions

Qualifications:

- Have 1 year of prior customer service experience
- Possess professionalism, courtesy, tact and sound judgment
- Excellent written and verbal communication skills
- Ability to multitask and work under pressure
- Excellent computer skills
- Ability to commit to a schedule
- Ability to follow directions
- Friendly and warm personality
- Must be 16 years and older