



Customer Care Volunteer Role Description

POSITION SUMMARY

Hours: Tuesday, Wednesday & Thursday: 1-5pm; Friday: 1-6pm; Saturday: 10am-3pm

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 Customer Care Manager (Carlee Brion) and Customer Care & Adoptions Coordinator (Jessica McLeon-Stearns) to assist in all things customer service related surrounding the front desk, which includes:

ESSENTIAL FUNCTIONS:

- **Greeting Customers & Answering Phone calls:** greeting and assisting visitors; directing calls related to specific animals, owner surrenders, lost/found animals, donations, cruelty cases, etc. to appropriate staff; becoming familiar with adoption processes to answer basic customer questions
- **Processing Adoption Applications & Paperwork:** confirming new applications; updating applicants on their application status; data entry, filing & photocopying
- **Monitoring Dog and Cat Wing:** guiding visitors at the dog and cat wing by answering questions/sharing information about available animals, getting staff members as needed, ensuring presentability of our animal kennel spaces by refilling water bowls and spot cleaning kennels
- **Miscellaneous:** maintaining lobby cleanliness (mopping, sweeping and wiping counters)

****All customer service related jobs require volunteers to comply with NCAL's confidentiality policy****

QUALIFICATIONS:

- 1 year customer service experience preferred
- Understanding of NCAL's adoption policies and knowledge of available animals
- Excellent interpersonal, written and verbal communication skills
- Excellent computer skills
- Ability to multitask and work under pressure
- Ability to commit to a schedule