



Adoption Ambassador

Why volunteer as an Adoption Ambassador?

Adoption Ambassadors work alongside ARL's Customer Experience Technicians in assisting customers with the adoption process. If you are outgoing, friendly and enjoy working in an exciting and fast-paced environment, you may be a great fit!

Duties and Responsibilities

- Work alongside Customer Experience Technicians to practice ARL's customer-focused adoption process.
- Assist in processing adoptions, including accurately entering information into ARL's database, processing payments, promoting retail sales at Animal House, discussing pet health insurance and microchip information and reviewing medical records and ARL's adoption contract with customers.
- Stay up to date on current ARL processes, programs and upcoming events.
- Attend adoption events independently of ARL staff, positively representing the ARL and ensuring that events run smoothly.

Requirements

- Must be at least 18 years old to sign agreements and process cash transactions.
- Must be able to commit to a minimum of two shifts per month.
- Must be able to work in a fast-paced environment.

Shifts

- Volunteers must sign up for shifts a minimum of 12 hours in advance.
- Shift times:
 - Monday – Friday 12pm – 3pm, 3pm – 5pm, 5pm – 7pm
 - Saturday – Sunday 10am – 12pm, 12pm – 2pm, 2pm – 4pm, 4pm – 6pm

Training

- Volunteers will complete multiple mentor shifts, where they will shadow a Customer Experience Technician until they are ready to complete the adoption process on their own.
- On-going training will be provided.

HOW TO APPLY

Current Volunteers: email volunteer@arl-iowa.org

New Volunteers: need to complete the volunteer onboarding process

Skills (preferred, but not required)

- Customer service
- Communication
- Comfortable using an iPad