



Front Desk Greeter

Why volunteer as a Front Desk Greeter?

Front Desk Greeters get the engaging task of welcoming each potential adopter into the facility! If you are outgoing and friendly and enjoy working in an exciting and fast-paced environment, you may be the perfect fit!

Duties and Responsibilities

- Welcome patrons to the ARL, explain our adoption process, and answer questions about ARL programs
- Search our database and enter new person records as needed, ensuring all contact information is correct and up to date
- Answer questions about adoptable pets
- Schedule adoption appointments and help customers get in line using our queue management software
- Answer phones, directing callers to the appropriate department for assistance
- Assist patrons with donations and donation receipts, empty donation bin as needed
- Help patrons navigate the ARL website and provide ARL resources as needed

Requirements

- Must be comfortable answering phones and willing to learn how to use our computer database and scheduling software
- Must be able to work in a fast-paced environment

Shifts

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

Training

- Training for this position is on the spot training and will take place during your first shift

HOW TO APPLY

Current Volunteers: email volunteer@arl-iowa.org

New Volunteers: will need to complete new volunteer onboarding process

Skills (preferred, but not required)

- Customer service
- Communication
- Multi-tasking
- Technology efficient