**Pet Help Center Assistant**

**HOW TO APPLY**

***Current Volunteers:*** email [volunteer@arl-iowa.org](file:///\\file1\Development%20Team\Volunteer\Volunteer%20Program%202021\Volunteer%20Job%20Despcriptons\volunteer@arl-iowa.org)

***New Volunteers:*** will need to complete new volunteer onboarding process

**Why volunteer as a Pet Help Center Assistant?**

Volunteers helping in ARL’s Pet Help Center assist incoming customers with a variety of needs, from signing in owner-surrendered animals to assisting customers in reuniting with their stray pets.

**Duties and Responsibilities**

* Greet incoming customers in a polite and friendly manner.
* Assist customers with signing in pets and returning pets to their homes.
* Retrieve pets from their kennels to send home with their families.
* General cleaning in Pet Help Center between animals.
* Empty, clean and set up drop-box kennels.
* Schedule appointments in ARL’s shelter software.
* Stay up to date on ARL processes, policies and procedures.

**Requirements**

* Must be able to sit, stand, squat and bend for prolonged periods of time.
* Must be comfortable working in a highly emotional environment.

**Shifts**

* Volunteers must sign up for shifts a minimum of 12 hours in advance
* Shift times: **TBD**

**Training**

* Ongoing training will be provided.
* Training times: **TBD**

**Skills (preferred, but not required)**

* Customer service
* Strong communication skills
* Experience working in an emotionally charged setting