



Hawaiian Humane Society

People for animals. Animals for people.

VOLUNTEER POSITION DESCRIPTION ADMISSIONS

TITLE:

Admissions Greeter Volunteer

MAJOR OBJECTIVE:

Work directly with Admissions staff to greet visitors, route and direct them, answer questions and assist with processing animals being surrendered to Hawaiian Humane Society.

RESPONSIBILITIES:

1. Greet visitors entering and assisting as needed.
2. Answer general information referencing and sharing Hawaiian Humane printed collateral.
3. Help customer with various services including feral cat trap loans, admitting strays or owner surrender, requests for euthanasia and more.
4. Take pictures of animals at intake.
5. Organize and put away laundry items including towels, collars, and leashes.
6. Stock and prep the Foster Care Closet items including animal food, litter, and collars.
7. Maintain a clean, safe environment by sweeping, mopping and putting donations away.

QUALIFICATIONS:

1. Volunteers must be 18 years of age or older.
2. Friendly, outgoing personality.
3. Customer service experience.
4. Good communication skills.
5. Able to maintain professionalism, composure and compassion in emotionally charged situations and seek assistance from staff members as needed.
6. Must have no limitations to prevent interacting with animals.
7. Must be able to perform physically rigorous work, stand for entire shift and lift up to 30 pounds.

TRAINING:

1. Complete General Volunteer Orientation.
2. Interview with the Volunteer Services team.
3. Complete Hawaiian Humane 101 Volunteer Training.
4. Complete Admissions Greeter Training.

5. Complete one 3-hour Greeter Training Shadow shifts.

TIME AND PLACE:

To be performed at our Moiliili Campus. Shifts available every day 10am-1pm, 1pm-4pm, and 4pm-7pm.

COMMITMENT:

Three hours per week for a minimum of 3 months.

SUPERVISION:

Direct supervision by Admissions associates and Admissions Managers; indirect supervision by the Manager of Volunteer Services.

BENEFITS:

1. Develop skills such as communication and customer service.
2. Providing positive experience for Hawaiian Humane supporters and community.
3. Helping to educate your community on important animal issues.
4. Purrs and tail wags.
5. Yearly “Mahalo Party” and other small education, engagement, and appreciation events throughout the year.