



Hawaiian Humane Society

People for animals. Animals for people.

VOLUNTEER ROLE DESCRIPTION

Adoptions Assistant Volunteer Level 1

MAJOR OBJECTIVE:

- Assisting Adoption team in Adoption Center by providing exceptional customer service to patrons, helping potential adopters through the adoption process to find their perfect match and provide general support to the Adoption's team.

RESPONSIBILITIES:

1. Greet patrons arriving at the Adoption Center and help potential adopters through the adoption process
2. Check kennels for food and water needs and spot clean as needed
3. Provide simple enrichment opportunities for animals in Adoption Center
4. Assist visitors and direct them to the appropriate departments as needed
5. Remove and distribute donation items to appropriate locations around the Hawaiian Humane Society campus as needed
6. Assist Adoption team maintain a clean, healthy working environment in the Adoption Center and restock retail store
7. Assist in office tasks by checking/logging voicemails, scanning and filing Adoption paperwork

QUALIFICATIONS:

1. Parent- child teams allowed; must be at least 8 years of age (can only handle cats and small animals). Must be 18 years old to handle dogs.
2. Must be proficient in English language
3. Must be able to communicate in a calm, courteous, and effective with patrons, staff, and fellow volunteers
4. Must be able to maintain composure in emotionally charged situations
5. Must be able to stand for long periods of time and lift up to 50lbs
6. Previous customer service and/or animal handling experience a plus
7. Must have office skills and strong attention to detail
8. Must not have any limitations that would affect capacity, ability, or willingness to handle cats, dogs, or small animals



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TRAINING:

1. Complete General Volunteer Application Process
2. Interview with the Volunteer Services team
3. Complete Animal Handling Training
4. Complete in-person Adoptions Assistant Level 1 Training
5. Complete one Adoption's Assistant Shadow Shifts

TIME AND PLACE:

- To be performed at our Mō'ili'ili Campus.
- Shifts available every day from 10 am-1 pm, 1 pm-4 pm, and 3 pm-6 pm.
- Trainings available the last Saturday of each month from 9 – 10:30 am.
- Shadow Shifts available the Monday following your training from 9-10:30 am.

COMMITMENT:

- Three hours per week for a minimum of 3 months.

SUPERVISION:

- Direct supervision by Adoptions Associates, Adoptions Manager and Supervisor.
- Indirect supervision by Volunteer Services Coordinator and Manager

BENEFITS:

1. Recognition events and advancement opportunities
2. Volunteer E-newsletter
3. Purrs & tail wags
4. Promoting the human-animal bond by helping animals find their new family
5. Advancement opportunities
6. Increased skill and experience in animal welfare and customer service
7. Learning animal handling basics