



**Hawaiian Humane Society**  
People for animals. Animals for people.

## **VOLUNTEER ROLE DESCRIPTION**

### **Admissions Greeter – Level 1**

#### **MAJOR OBJECTIVE:**

- The Admissions Greeter will be responsible for assisting admissions staff by providing a high-level of customer service for patrons seeking our services.

#### **RESPONSIBILITIES:**

1. Assist admissions staff with appointments by providing incoming patrons with appropriate paperwork to complete.
2. Enforce the organization's COVID-19 health and safety guidelines with patrons such as social distancing and appropriate face coverings.
3. Monitor supply levels stored in the Admissions lobby, and restock appropriately when low.
4. Build foster supply kits for specific foster homes as outlined by the Foster Department.
5. Maintain cleanliness of the Admissions lobby, lanai, and animal holding areas.
6. Educate the public on general Humane Society policies, procedures, and appointment scheduling both in person and over the phone.

#### **QUALIFICATIONS:**

1. Volunteers must be 18 years of age or older.
2. Must be proficient in English.
3. Good communication skills.
4. Must be able to work both independently and as a member of a team.
5. Must have no limitations that would prevent handling or working with animals.
6. Must be comfortable interacting with diverse populations of people.
7. Must be able to perform physically rigorous work, stand for entire shift and lift up to 50 pounds.
8. Previous customer service and animal experience preferred.



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#### **TRAINING:**

1. Complete General Volunteer Application Process.
2. Interview with the Volunteer Services team.
3. Complete in-person Admissions Greeter Level 1 Training.
4. Complete 2 Shadow Shifts.

#### **TIME AND PLACE:**

- To be performed at our Mō'ili'ili Campus.
- Shifts available every day from 10:00-1:00pm, 1:00-4:00pm, and 4:00-7:00pm.
- Trainings available the last Wednesday of every month from 9:00-11:00am.
- The Shadow Shifts will be your first 2 weekly scheduled shifts.

#### **COMMITMENT:**

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

#### **SUPERVISION:**

- Direct supervision by Admissions Representatives, Admissions Manager & Assistant Manager
- Indirect supervision by the Volunteer Services Coordinator & Manager

#### **BENEFITS:**

1. Recognition events
2. Volunteer Newsletter & Updates
3. Yearly "Mahalo Party" and other small education, engagement, and appreciation events throughout the year
4. Develop skills such as organization, teamwork and customer service
5. Help the people and animals in our community
6. Build experience in animal welfare and the animal shelter field