



VOLUNTEER POSITION DESCRIPTION GENERAL OPERATIONS

TITLE:

Office Liaison Specialist GO-OL

MAJOR OBJECTIVE:

The MSRPAC relies on the help of qualified Office Liaisons who serve as receptionists and provide direction and basic information to visiting and calling customers. Our goal is to provide excellent customer service and a great adoption experience.

RESPONSIBILITIES:

1. Greet patrons
2. Answer phones and questions
3. Provide administrative support to staff as needed.

QUALIFICATIONS:

1. Outgoing and friendly
2. Customer service experience
3. Empathetic and engaging personality
4. Excellent communication and social skills
5. Ability to handle stressful situations
6. Ability to project a professional image
7. Computer savvy
8. Dedication to the center's philosophies
9. Minimum 16 years of age

TRAINING:

1. Attend MSRPAC's volunteer general informational session
2. Attend a two on-the-job shadowing session with the a qualified volunteer
3. Attend a one-hour OL training session

TIME AND PLACE:

Shifts available every day from 12:00pm-3:30pm or 3:30pm-7:00pm in the main lobby of the pet adoption center.

COMMITMENT:

Minimum of two shifts per month for six months

SUPERVISION:

Direct supervision by the Volunteer Services manager or coordinator.

BENEFITS:

1. Continuing Education
2. Recognition events
3. Volunteer newsletter
4. 10% discount at Critter Corner Pet Store
5. Personal fulfillment
6. Licks, wags and purrs!