



VOLUNTEER POSITION DESCRIPTION GENERAL OPERATIONS

TITLE:

Spay/Neuter Clinic Clerical Assistant PS-SNCCA

MAJOR OBJECTIVE:

The Spay & Neuter Clinic provides low- cost spaying and neutering to the community with the goal of preventing unwanted litters. When customers drop off their pets for surgery, we intend to make them feel comfortable leaving their beloved pets in our trusted hands. We strive to provide them great customer service and assistance with their paperwork.

RESPONSIBILITIES:

1. Greet patrons
2. Answer phones and questions
3. Answer phones and schedule appointments using Clinic HQ software
4. Ability to work in a surgical environment.
5. Assist with client/pet check-in and check-out
6. Assist with recording patient files and completing paper work
7. Assist with inventory of supplies when 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. Comfortable handling all types, sizes and breeds of cats and dogs
9. Must handle all pets in a consistent, positive manner
10. Dedication to the center's philosophies
11. Minimum 16 years of age
12. Must be able to lift 25 lbs.

TRAINING:

1. Attend MSRPAC's volunteer general informational session
2. Attend a 3-hour on-the-job shadowing session with the SNC Office Coordinator

TIME AND PLACE:

Shifts available Tuesday thru Friday.

COMMITMENT:

Minimum of three hours per week for six months

SUPERVISION:

Direct supervision by the SNC Director of Operations and Office Coordinator Indirect 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!