

Job Title: Talbot Humane Volunteer, Community Events and Customer Service Specialist

Report to: Executive Director

Job Type: Non-exempt full-time position.

We are looking for a dynamic people person to join our team as Volunteer, Community Events and Customer Service Specialist. Leading our team of volunteers and serving the needs of our customers and clients go hand in hand. As Volunteer Specialist, you will oversee recruiting and managing our amazing volunteer force- adult and youth, working with other staff ensuring needs are fulfilled for the different departments of the shelter; planning and organizing community events and attendance, manage volunteer database and other administrative and management duties as assigned. Customer service duties will be assisting with front office needs such as answering phones, taking animal control calls, inputting data into our shelter software and assisting guests.

Duties and responsibilities include but not limited to:

- Customer service duties including but not limited to answering phones, taking animal control calls, inputting data into our shelter software and assisting guests to the shelter at pre-scheduled times.
- Source and recruit volunteers using various recruiting techniques
- Collect information on qualifications and skills
- Arrange for training orientations and specific duty trainings for each department or project.
- Ensure volunteers understand the mission and core values of the organization and an understanding that when volunteering they are representing the mission and values of the organization.
- Ensure volunteers are using humane methods of handling animals
- Youth volunteers (12-18) scheduling, training, managing
- Manage schedules for everyday activities
- Assign responsibilities as appropriate
- Planning and organizing community events
- Communicate often with volunteers
- Ensure volunteers are satisfied by creating a health working environment
- Problem solving
- Keep and manage records of volunteers' information, work, skills.
- Track volunteers' hours
- Evaluate volunteers' work
- Give constructive feedback

REQUIREMENTS AND QUALIFICATIONS

PHYSICAL DEMANDS

The work is regularly active with periods of heavy exertion and is performed in office and community settings and outside in varying weather conditions. Typical positions require workers to walk or stand for prolonged periods; handle animals of different breeds and sizes-lift and carry 25 pounds, reach, hold, grasp and turn objects; feel the size, shape and temperature of items; and use fingers to operate computer or typewriter keyboards. The work requires the ability to speak normally, to use normal or aided vision and hearing, and to detect odors.

QUALIFICATIONS/ENTRY LEVEL SKILLS/ EDUCATION OR TRAINING/LITERACY:

- Proven experience in management, leadership, or communications roles.
- Great interpersonal and communication skills. Proven collaborator and people-oriented personality are musts.
- Ability to work on a timeline, complete projects and needs in a prompt fashion while working independently.
- 5 years of experience in volunteering preferred.
- Good knowledge in different recruiting methods
- Some knowledge in Employer Branding and Recruitment Marketing
- Computer literate with ability to use different programs, databases, and forms of communication.
- High school diploma
- Valid driver's license with clean driving record other than minor infractions

PAY AND BENEFITS:

Base Rate: \$15.50/hr.

Hours: 40 hours/week

Benefits: Partial paid health insurance, dental insurance, paid EAP plan, sick leave, vacation, and personal time. discount pet supplies. Incentive plan.

Interested parties should complete the employment application in person, or visit:

<https://form.jotform.com/210615085307146>

Talbot Humane is an equal opportunity employer. Per anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Talbot Humane prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Talbot Humane conforms to the spirit as well as to the letter of all applicable laws and regulations.

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