

Job Description

Role:	<i>Clinic Traffic Controller</i>
Reports To:	<i>Volunteer Coordinator</i>
Supervises:	<i>Not applicable</i>
Classification:	<i>Volunteer</i>

York County SPCA Purpose:

The York County Society for the Prevention of Cruelty to Animals (YCSPCA) is a charitable organization dedicated to providing long-term human and animal services to residents of York County through programs that find permanent, loving homes for displaced and stray animals, help control animal population growth, investigate, and prosecute cruelty offenders and educate the general public about animal wellness and safety.

Position Overview:

The clinic traffic controller is vital in supporting our high-volume, low-cost spay/ neuter clinic in providing spay/neuter services for dogs and cats in the community. Clinic volunteers are crucial to helping the veterinary staff team manage the number of clients utilizing their services by accomplishing critical daily tasks.

In 2023, the spay/neuter clinic completed more than 11,000 surgeries. On its busiest days, the team can perform upwards of 65 surgeries. This work would not be possible without the support of volunteers.

The spay/ neuter clinic is open Monday through Friday (no weekend opportunities available).

- The clinic traffic controller position is available from 7:00 to 9:00 a.m.

Essential Functions:

- Assist with morning registration, including directing traffic, client check-in, animal drop-off, or pick-up. *During wait times, you may be required to act as an ambassador for the YCSPCA by educating the public on our key programs and services.*
- Assemble registration packets & clipboards for incoming clients.

Education and Experience:

Required:

- Must be 18 years of age or older.
- Must have reliable transportation to and from the shelter.
- Must attend YCSPCA New Volunteer Open House, Orientation, initial training, and any future training required by the volunteer coordinator.
- Volunteers are required to carefully review and consent to the guidelines outlined in the volunteer handbook, including, but not limited to, social media communication and interaction guidelines.

Skills and Abilities:

- Possesses a strong passion for the York County SPCA's mission.
- Must be able to volunteer responsibly alone or with the support of another adult who has also undergone clinic traffic controller volunteer training.
- Effective verbal communication with other volunteers and staff.
- Works efficiently without shelter staff supervision.

Working Conditions and Expectations:

- Shifts are available on a first-come, first-serve basis. If possible, we prefer volunteers in this role commit to at least a weekly shift.
- Comfortable standing and walking for the entirety of the shifts.
- Comfortable with the unique aspects of working with animals, including their natural odors and excrements, the possibility of animals experiencing medical conditions, the chance of minor bites and scratches, and exposure to moderate noise levels.
- Volunteers will be expected to sign up for shifts, log their hours, complete training, communicate with other volunteers and staff, etc., using a digital database that is accessible via computer and/or cellular application, which they will receive training for.

Benefits:

- The satisfaction of making a positive difference in our community by assisting the spay/neuter clinic staff to control animal population growth rates.
- A chance to improve your knowledge about the York County SPCA.
- The opportunity to build connections with fellow animal lovers through a fulfilling experience.

Physical Requirements:

- Must be able to stand, walk, sit, talk, hear, stoop, bend, squat, kneel, grasp, grip, and put fingers together firmly. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.