

Job Description

Role:	<i>Kennel Greeter</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 (SPCA) 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 Kennel Greeter is vital in ensuring the safety of volunteers, guests, and animals while the public tours the shelter. The shelter is open to the public on Tuesdays, Wednesdays, Thursdays, and Saturdays from 10:00 a.m. – 2:00 p.m. The Kennel Greeter's shift would be from 10:00 a.m. – 12:00 p.m. on those days.

Essential Functions:

- Provide the public with additional information about available, adoptable dogs in the kennel.
- Show the public how to apply for adoption, if requested.
- Ensure the public follows safety policies while around the kennel, such as keeping fingers away from the cages and being careful of dogs being walked in and out of the kennel.
- Report any changes in behavior or health concerns, and anything of note about the dogs to shelter staff, if needed.

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.

Preferred:

- Prior experience with dogs preferred.

Skills and Abilities:

- Possesses a strong passion for the York County SPCA's mission.
- Must be able to responsibly volunteer alone, or with the support of another adult who has also undergone kennel greeter volunteer training.
- Effective verbal communication with other volunteers and staff.
- Works efficiently without shelter staff supervision.
- Able to demonstrate emotional strength and resilience in an animal shelter setting.

Working Conditions and Expectations:

- Shifts lasting two hours.
- Shifts are available on a first-come first-served basis. We recommend volunteering at least 2-3 times per month to stay up to date on any changes in the kennel.
- 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 the lives of the dogs in our care awaiting their forever homes.
- A chance to improve your knowledge about the York County SPCA.
- The opportunity to build connections with fellow animal lovers through a fulfilling experience.
- Exemplary dedication and exceptional performance may pave the way for volunteers to take on the role of a "Volunteer Supervisor" in the future.

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.

Job Description

Role:	<i>Lobby Greeter</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 Lobby Greeter is vital in ensuring a warm, 'Adopters Welcome' approach when greeting and providing vital information to community guests that enter our shelter during browsing hours. The shelter is open to the public on Tuesdays, Wednesdays, Thursdays, and Saturdays from 10:00 a.m. – 2:00 p.m. The Lobby Greeter's shift would be from 10:00 a.m. – 2:00 p.m. on those days.

Essential Functions:

- Welcome customers to the shelter by opening the door for them and giving them a warm smile.
- Point customers in the appropriate direction, based on the reason for their visit.
- Direct customers interested in fostering or adoption to the kiosk and helps them submit the appropriate questionnaires.
- Guide customers in the use of the website to view the most up-to-date listing of available animals.
- Answer any general policy questions, utilizing the provided FAQ materials.
- Assist the Client Service Counselors in taking down phone messages.
- Assist the Client Services Counselors in gathering humane traps or supplies for customers.
- Assist customers with taking animals or supplies to or from their vehicles.
- Empty the donation bins located in the front of the building by taking donations to the storage room.
- Ensure cleanliness of the shelter courtyard, lobby, and hallways, making sure any messes or obstructions are removed.
- Ensures that outside literature holders contain at least 5 copies of the Stray Canine Intake Instructions and the Animal Transporter List.

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 Orientation, Registration, 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 YCSPCA social media communication and interaction guidelines.
- Must keep an "Adopters Welcome" mindset, as outlined in the Adopters Welcome policy and Adopters Welcome SOP, while engaged in conversation with customers.

Skills and Abilities:

- Possesses a strong passion for the York County SPCA's mission.
- Must be able to responsibly volunteer alone, or with the support of another adult who has also undergone lobby greeter volunteer training.
- Effective verbal communication with customers, other volunteers and staff.
- Works efficiently without shelter staff supervision.
- Able to demonstrate emotional strength and resilience in an animal shelter setting.

Working Conditions and Expectations:

- Shifts lasting two to four hours long.
- Shifts are available on a first-come first-served basis. We recommend volunteering at least 2-3 times per month to stay up to date on any changes within the organization.
- 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 opportunity to meet and connect with community members and share our lifesaving mission with them.
- The satisfaction of making a positive difference in the lives of the shelter pets awaiting their forever homes.
- 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.