

# Front Desk Program

The Front Desk Program is a volunteer program designed for volunteers who'd like to actively help the public who visit the Spokane Humane Society. This is a highly people-orientated program and volunteers participating in it should have a general knowledge of customer service, computer and phone skills. Volunteers should also be able to work in fast pace and sometimes stressful situations.

**“The Magician” Level One Volunteer:** These volunteers are called magicians because they simply make things happen for the staff without being noticed! Building adoption packets, retrieving phone messages and performing data entry are just some of the tasks we easily fall behind on. Like magic these volunteers perform these tasks so that the staff can say “wow when did that get done!”

\* Required training: Volunteer orientation, front desk/customer service training.

\* Required time commitment: One shift a minimum of twice a month.

**“Greeters” Level Two Volunteer:** These volunteers are the first people the public may speak with at the shelter so they should be up beat and friendly. Greeting the public, administering MYM profiles and explaining the program clearly as well as answering the phone are just some of the tasks greeters perform.

\*Required training/experience: 10 volunteer hours as a “Magician”. Meet the Adopter training and animal handling 101.

\* Required time commitment: One shift at least twice a month.

**“Follow Up” Level Three Volunteer:** These volunteers will be trained on how to perform follow up calls to our most recent adopters to ensure that everything is going well with their new family member. Volunteers should be well spoken and must be able to work with little supervision.

\*Required training/experience: 20 volunteer hours as a “Greeter”. Follow up training and a shift with a mentor or staff member.

\*Required time commitment: One shift at least once a week.

## Shifts: Monday – Friday\*

9:30AM – 12:30PM	12:30PM – 3:30PM	3:30PM – 6:30PM
1 Magician 1 Greeter	1 Magician 1 Greeter 1 Follow Up	1 Magician 1 Greeter 1 Follow Up

\* The 9:30 – 12:30 shift will not be available Tuesday's as the shelter does not open until noon.

## Saturday & Sunday

9:30AM – 12:30PM	12:30PM – 3:30PM	3:30PM – 5:00PM
1 Magician 1 Greeter	1 Magician 1 Greeter	1 Magician 1 Greeter