



**Job title:** Shelter Engagement Assistant  
**Reports to:** Shelter Engagement Manager  
**FLSA Status:** Hourly, Non-Exempt  
**Employment Status:** Full-Time regular  
**Oversees/Manages:** Volunteers

### **Summary of Responsibilities**

The Shelter Engagement Assistant assists the Shelter Engagement Manager in linking community members to appropriate shelter resources. The person in this role is responsible for the recruitment, training, and retention of volunteers, as well as assisting volunteers with day-to-day needs, oversight of the reception desk, and directing the flow of incoming communication from the community to ensure timely, empathetic, and professional responses to their inquiries. The person(s) in this position provides the highest standard of customer service and ensures that customer and client needs are met within the bounds of organization policy.

### **Essential Duties**

#### Volunteer Program

- Guides new volunteers through the training process
- Recruits and provides volunteers in support of specific organizational initiatives
- Help identify the right volunteers with the right skills for each volunteer position
- Oversees the flow of incoming volunteers, including assignments throughout the organization
- Oversees and schedules online volunteer orientation on a regular basis throughout the year
- Listens to and addresses volunteer feedback in an appropriate and timely manner
- Provides ongoing appreciation efforts to recognize volunteer contributions
- Assists in planning and hosting the annual volunteer party
- Provides regular updates to volunteers in training through email
- Provides necessary data and reports to the Shelter Engagement Manager
- Serves as a spokesperson for MHHS at functions relating to the Volunteer Program
- Professionally represents the MHHS' mission, vision, and values at all times
- Maintains inventories volunteer t-shirts, lanyards, name badges, and other supplies
- Distributes and assigns supplies to new volunteers
- Takes immediate action to address any safety concern or noncompliance of safety rules
- Other duties as assigned

#### Community Relations

- Provides high quality customer service
- Answers incoming calls, explains organization programs and policies, redirects callers when necessary
- Assists in scheduling clients for low-cost veterinary services
- Ensures all Customer Relations email and voicemail messages are responded to by end of day
- Search for and enter information, moving between two or more open browser windows on the desktop, while also on the phone
- Processes adoptions during adoption events and during peak hours, as needed
- Maintains operational understanding of the telephone system, phone trees, and outgoing messages
- Collects complete donor information for donations received
- Learns basic duties of other departments and support other departments and staff
- Assists operations staff from a variety of areas in data entry
- Other duties as assigned

### **Qualifications**

- Embodies the organization's mission and core values
- Positivity, teamwork, flexibility, and the ability to maintain confidentiality
- Excellent emotional regulation and ability to communicate successfully with people in distress
- Must be able to work some evenings, weekends, and holidays
- Ability to use volunteer, animal management software, Microsoft Office Suite, etc.
- Ability to work independently,
- Must be self-motivated and detail-oriented

### **Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position is regularly required to use hands and fingers, talk and hear.
- The incumbent is frequently required to stand, walk, sit, reach with hands and arms, and stoop, kneel, or crouch.
- The position holder must be able to regularly lift and/or move up to 40lbs.
- Specific vision abilities for this position include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to focus.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- No medical restrictions to animal contact

### **Working Conditions**

- This is a five day per week, 8 hour per day full time position. Evenings and holidays may sometimes be required.
- Work will take place in a variety of environments including medical offices, administrative offices, operational areas, and offsite, including outdoors.

- The noise level in the work environment is usually moderate, and hearing protection is available where noise exceeds acceptable levels.
- While performing the duties of this job, the position will be exposed to animal odors, animal wastes, chemical cleaning agents, and airborne particles

X

Employee Signature and Date

X

Employee Print Name