

SHELTER HOST

Red Deer & District SPCA strives to be the best place to adopt a pet! To reach this goal, we must be welcoming to the public and exceed customer service expectations! Shelter Hosts greet customers, give directions, answer general questions about the shelter and assist customers in our retail area. Shelter Hosts work closely with the staff and direct our customers to the area they are seeking or to the appropriate staff person. Become a Shelter Host and ensure everyone feels welcome!

Prerequisites/Necessary Skills:

1. Completion of Volunteer Orientation
2. Professional in demeanour with excellent customer service skills
3. Excited about working with the public and answering their questions
4. Knowledgeable about our Red Deer & District SPCA's Mission, Mandate, Policies and Procedures
5. Wonderful smile and willingness to help everyone who walks through the door feel at home!
- 6.

Duties:

- Sign in and out before and after each shift
- Record all hours in the Volunteer Binder
- Greet customers as they enter the facility
- Give directions and answer general questions about the SPCA
- Direct customers to the appropriate staff person that can answer specific questions or help them with adoptions, etc.
- Help customers find products and stock retail area when needed

Time commitment: Minimum 6 month commitment

Frequency of commitment: Weekly

Session length: Minimum of 2 hours.

Accessibility: 11AM-7:30PM Monday to Friday; Saturday 11AM-6PM; Sunday 11AM-5PM