



## Volunteer Posting March 2017

**Position Title:** Community Event Volunteer

**Commitment:** 2-4 hours per month, days and times may vary by event requirements

Community Event volunteers are enthusiastic ambassadors of the Hamilton/Burlington SPCA. They engage with interested guests and visitors to HBSPCA booths and events in the community. They provide information on HBSPCA fundraising opportunities as well as basic HBSPCA shelter information and are able to encourage people to donate/purchase merchandise/sign up for HBSPCA initiatives.

This position requires an outstanding customer service attitude with excellent communication and interpersonal skills. Orientation to HBSPCA shelter and fundraising information will be provided.

### The successful candidates

- Are committed to excellent customer service
- Adapt to a fast paced and flexible environment
- Are passionate about animal welfare and would like to contribute their time to an organization that protects animals from people, re-homes neglected and abused animals and promotes responsible pet ownership

### Key Responsibilities

- Engage with visitors and respond to requests information and service
- Accept and encourage donations/purchases from the public
- Set up/take down of HBSPCA materials at community events
- Report back to HBSPCA staff regarding the success of the event
- Work with other Community Event volunteers to create a meaningful experience for guests engaging at HBSPCA community booths

### Required Skills, Experience and Behaviours

- Excellent customer service skills
- Confidence in public appearances/speaking
- Excellent organizational and public display skills
- Responsible handling cash, accepting payments and transactions

There will be an information session and orientation on Tuesday April 18<sup>th</sup> from 5-6:30 pm. To receive a volunteer application please contact Denise Rowse [drowse@hbspca.com](mailto:drowse@hbspca.com)