



Volunteer Posting April 6, 2018

Position Title: Reception Assistant

Commitment: 4 hours per week either 9am-1pm or 1-5 pm Monday through Friday

The Reception Assistant provides welcoming and attentive customer service to people with an interest in HBSPCA programs and services. The Reception Assistant provides information, processes donations, registers program applications and schedules appointments.

This position requires an outstanding customer service attitude with excellent communication, organizational and interpersonal skills. A background in animal care is an asset. Orientation to programs and services is provided.

The successful candidates

- Are committed to excellent customer service
- Adapt to a fast paced and flexible environment
- Can work independently on assigned tasks
- Willing to make a minimum 1 year commitment
- 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

- Greet customers and respond to requests information and service
- Answer incoming inquiries (email and phone) in a timely manner by responding to or redirecting inquiries
- Manage cash and debit machine transactions
- Accept/process donations from the public
- Process registrations for shelter programs
- Helps with other related administration duties as needed

Required Skills, Experience and Behaviours

- Excellent customer service skills
- Clerical experience or training
- Good verbal and written communication skills
- Strong organizational and time management skills

To receive a volunteer application please contact Denise Rowse drowse@hbSPCA.com