



## East Bay SPCA Volunteer Ambassador

**Purpose:** Volunteer Ambassadors positively represent the organization at community and other outreach events, such as farmer's markets and street fairs to increase public awareness of the East Bay SPCA's mission, programs, and value to the local community. Ambassadors will also promote East Bay SPCA volunteer and donor opportunities as appropriate. Having a presence at these events is key to raising awareness throughout the East Bay about who we are and the many programs and services we provide to help animals and people in our community.

**Location:** This role will be at offsite locations throughout Alameda and Contra Costa County. Volunteers self-select which events they'd like to participate in. Volunteers will need to pick up and/or return our Information Table Kit from the Oakland or Dublin shelter.

### Key Responsibilities:

- Bring Information Table 'kit' to and from events.
- Raise awareness about the East Bay SPCA program by hosting Information Table at community and other outreach events.
- Collect contact information from interested individuals and groups (materials provided).
- Capture pictures of event participants and animal ambassadors (if applicable) for Marketing to share on social media platforms.
- Deliver excellent service and customer care.
- If appropriate, accept donations from the public and issue receipts upon request.
- Submit event survey back to Volunteer Services Manager.

### Time Commitment:

- Shift length varies from 2-4 hours with many shifts on weekends, holidays and possibly evenings (after 5pm).
- Commitment of at least one shift every three months.

### Training & Support:

- Must attend the East Bay SPCA's New Volunteer Orientation.
- The Volunteer Services Manager are available for questions and assistance.
- For your first event, volunteers will partner with a veteran volunteer or our events coordinator.

### Requirements & Qualifications:

- Passionate about the East Bay SPCA's mission programs and community impact.
- Strong verbal communication skills.
- Positive, enthusiastic attitude.
- Enjoys interaction with people and the public.
- Volunteer t-shirt and East Bay SPCA nametag must be worn during all shifts. T-shirts are \$15.
- Computer, email, and internet access. You will have access to an online account to manage your schedule. We also communicate shelter schedule changes, training opportunities, and policy updates through email.
- Animal interaction or socializing is not permitted on this shift. You must attend an animal care training shift before you are eligible to work directly with animals.