



## Customer Care

**Purpose:** Customer Care volunteers play a crucial role in helping connect our animals with potential adopters and their forever homes. They are responsible for greeting and processing clients, answering queries about adoptable animals, and educating the public on good pet ownership. They also help ensure all clients are served in a timely manner by assisting Customer Care staff with clerical duties as needed.

**Location:** Oakland Adoption Center located at 8323 Baldwin Street. Parking is available on-site.

### Key Responsibilities:

- Debrief with Customer Care staff at start of shift to gather any relevant information for the day.
- Meet and greet clients at the entrance:
  - Ask clients who they are here to see and escort/direct as needed.
  - Show them where bathrooms are.
  - Inform clients of the adoption process.
  - Assist clients with the adoption questionnaire and meeting adoptable animals.
  - Ask clients open-ended questions to assist with showing animals that are the best fit for their lifestyle and what they are looking for.
- Locate and navigate information on adoptable animals.
- Thank clients for their visit, and if they did not adopt, ask them what they were looking for, but did not find.
- Sort and organize donation bins.

### Time Commitment:

- A two-hour weekly shift; shifts are available in two-hour increments between 11am-5pm Wednesday – Sunday.
- We ask each volunteer to make a six-month minimum commitment, but we hope you stay longer!

### Training & Support:

- Must attend the East Bay SPCA's New Volunteer Orientation.
- Complete Customer Care training.
- Complete a minimum of two shadow shifts.
- The Volunteer Services Manager is available for questions and assistance.

### Requirements & Qualifications:

- Commit to a regular weekly shift.
- Must be 18 years old.
- Excellent verbal communication and customer service skills.
- Be courteous and welcoming to all clients, staff, and volunteers.
- Wear a volunteer t-shirt, nametag, and closed toed shoes at all times. T-shirts are \$15.
- Be comfortable answering questions and referring to staff for assistance when queries fall outside scope of knowledge.
- Be willing to assist with administrative duties as needed.
- Report any incidents that occur.
- Comply with guidelines outlined in the confidentiality agreement.
- 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.