

## RECEPTION/WELCOME DESK

### Position Summary

The Welcome volunteer is the first face you meet and first voice you hear at the Hamilton/Burlington SPCA reception-area. This position will be responsible for welcoming all guests to the many programs and services we provide. This position is also responsible for administrative tasks like mail and courier services, accepting donations, and responding to program and service inquiries. The Welcome volunteer is perfect for those looking for a social and interactive administrative and reception-area experience.

### RESPONSIBILITIES

- The primary responsibility of this position is to have a wealth of knowledge about all Hamilton/Burlington SPCA programs and services, and ensure all phone calls are answered and in-person inquiries addressed immediately
- You'll provide support with administrative tasks, like: data entry, outgoing mail, and courier services
- Your support may also be needed with Animal Care tasks, like: adoption applications, supporting grieving pet-owners, and scheduling pet health appointments
- You'll provide support with research, and help fill out online applications for visitors with various needs and abilities
- It will be your responsibility to ensure that every person that enters our doors, or calls for information, receives a best-in-class client service experience

### QUALIFICATIONS:

- ~1 year education or experience in customer/client service, office administration
- Criminal Record Check, valid within 3 months of start date
- Proficient with Microsoft Office (especially Microsoft Teams and Outlook)
- Experience with managing multiple phone lines and prioritizing inquiries
- Experience working in an animal shelter environment, an asset

### *Please note*

*All applicants must be fully vaccinated against COVID-19*