



— SANTA MARIA VALLEY —
HUMANE SOCIETY

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NEW VOLUNTEER POSITON!!!

Clinic Assistant Office Volunteer

The clinic assistant plays an important role in the operations of the SMVHS Shot Clinic. Customer service and sanitation are the primary roles for the clinic assistant volunteer. Positions for clinic assistant are 10am to 1:00pm, Tuesdays and/or Saturdays. The clinic assistant will report to our Volunteer Coordinator, Kira Farrell at kfarrell@smvhs.org and the Clinic Front Office Coordinator Cammy Hicks.

Duties include, but are not limited to:

- Greet the public as they come in the door (Hello, welcome! How can we help you?)
- Make sure customers keep their dogs in their cars while waiting, interact kindly with the owners
- Collect paperwork from customers in the atrium area
- Enter data into the computer
- Filing appropriate paperwork in the proper places
- Take notes for spay/neuter appointments using the call logs
- Answer the telephone on the first or second ring
 - Take messages, transfer to the appropriate person, or answer general questions.
 - Write down all information for appointments and get a call back number
- Become familiar with the office volunteer handbook available on the desk, and answer questions and give information in a professional matter
- Maintain proper inventory of all office materials and paperwork
- Photocopying, envelope stuffing, filing, labeling, and other office duties as assigned
- Working with the clinic's computer program, Microsoft Word and Excel
- General organization and cleaning the clinic office area
- Occasional animal handling for difficult pets
- Make reminder calls for the spay/neuter clinic appointments (following the script)
- Selling and collecting fees for vaccines, flea treatments, and dog licenses
- Cleaning and sanitation of the clinic as needed with further training

Requirements:

- No experience needed, but experience is a plus
- An interview may be requested by Volunteer Coordinator
- Reliable and retainable schedule (will show up at the same time every week)
 - You must call or email if you cannot make it to your assigned shift.