



— SANTA MARIA VALLEY —
HUMANE SOCIETY

1687 W. Stowell Road * Santa Maria, CA 93458

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VOLUNTEER JOB DESCRIPTION

Office Assistant Volunteer

The office assistant plays an important role in the day to day operation of the SMVHS. Customer service is the primary role for the office volunteer. Positions for office assistant is 10am to 1:30pm, and 1:30pm to 5pm, Monday through Friday, and 10 to 1 and 1 to 4pm on Saturdays. Each office volunteer is scheduled a particular shift or multiple shifts within the week. The office assistant will report to our Volunteer Coordinator, Kira Farrell at kfarrell@smvhs.org .

Duties include, but are not limited to:

- Greet the public as they come in the door (Hello, welcome! How can we help you?)
- Go through policies such as using hand sanitizer between cat rooms, staying in designated areas, asking for assistant to interact with a dog
- Make sure no outside animals are brought into the shelter
- They insure that all visitors sign in on the visitor's log and call for someone to take them back to show dogs, or introduce them into the cat room.
- Answer the telephone on the first or second ring
 - Take messages, transfer to the appropriate person or answer general questions
- Familiarize themselves with the office volunteer handbook available on the desk, and answer questions and give information in a professional matter
- Take inventory of all public office material; fundraising events, promotional flyers, handouts, and cat and dog adoption packets.
- Photocopying, envelope stuffing, filing, labeling, and other office duties as assigned
- Working with Microsoft Word and Excel
- Giving tours of the facility and helping view the right animals, matchmaking opportunities available with further training.
- General organization and cleaning of front desk and lobby area
- Assist with projects from Executive Director, Operations Manager, Kennel Manager, or Program Assistants.
- Optional: Be on call in case of an Office Assistant Volunteer absence.

Requirements:

- No experience needed, 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.
- Attend the volunteer orientation