



# Front Desk Concierge

Overview: Front Desk volunteers support us by being the first impression to visitors to the shelter and by directing the flow of adopters. With the support of the Volunteer Manager and Adoptions Leadership, volunteers in this area will provide high levels of customer service to all visitors of Midcoast Humane, as well as supporting our adoptions department when needed.

## Essential Duties and Responsibilities:

- Greet all visitors and direct them to their desired area of the shelter
- Answer customer questions or direct them to a staff member who can
- Provide customer service over the phone and transfer calls to the appropriate staff member
- Utilize intercom system to page for staff to show dogs or assist customers
- Assist customers in filling out and scoring the “Canineality” survey
- Receive and complete receipts for customer donations
- Maintain cleanliness of Adoptions Lobby
- Take send-home photos of pets
- Show an animal if trained
- Retrieve an animal to go home if trained
- Help with administrative tasks as directed by shelter staff

## Training:

- Complete 2 training shifts with Volunteer Manager or Front Desk volunteer
- Complete check-in with Volunteer Manager after 12 hours of service

## Physical Demands

- Standing for periods on time with frequent bending, kneeling, stooping and reaching
- Must be able to provide high level of customer service to all members of the public
- Must be over 16 years of age

## Commitment:

- Must commit to one shift per week for 6 months
- Available Shifts:
  - Monday – Thursday, Sunday 12pm -2pm, 2pm – 4pm
  - Friday – Saturday 12pm -2pm, 2pm – 4pm, 4pm -6pm