



## Building Greeter

### Function:

Building Greeter is the first person a guest will encounter when entering the Building "D" A Building Greeter will be able to answer basic questions and inquiries, direct clients to the proper department, answer inquiries about our adoptable animals, fees, and the adoption process.

### Requirements and Qualifications:

1. Must support the mission, policies, and practices of Big Dog Ranch Rescue.
2. Must have the ability to deal tactfully and effectively with the public.
3. Must have a general knowledge of all shelter programs and departments.
4. Must be able to maintain a healthy working relationship with staff members.
5. Must adhere to an agreed upon schedule and contact supervisor if he/she cannot make their shift or will be late.
6. Must wear appropriate volunteer uniform and name badge, and look professional at all times.
7. Must be able to multi-task.
8. Must be able to exercise good judgment, often under pressure.
9. Has the ability to be patient, diplomatic and communicate with a diverse range of people.

### Expectations:

- Expect to adhere to an agreed upon schedule.
- Contact Supervisor if he/she cannot fulfill said schedule or will be late.
- Agree to work one-two (4) hour shifts minimum per week.
- Must wear the appropriate volunteer uniform and name badge
- Must be well groomed.
- Report any unsettling situations that may arise with a client immediately to a Lead or Supervisor.
- Must be able to build and maintain a positive relationship with staff members.

**Training Curriculum:**

- Volunteer orientation and interview with Volunteer Manager.
- Shadow trainer for a complete shift

Effective 1/2019

Approved CK

**“Big and small, we save them all!!”**