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!!”