

MCASAC Greeter Position



Job Objective: The greeter will be a friendly face for our guests as they first walk through our doors. To assist Customer Service staff in directing the flow of patrons. Greeters help to facilitate the flow of the citizens by working in the main adoption lobby, greeting them to determine the reason for their visit: prospective adopters, adopters here to pick up their new animal, those who just want to look or those who have other reasons for stopping by and directing them to the right place. To help with donations and offer information to potential adopters. In some cases, providing information about our organization. This will allow us to reach more people and adopt out more animals by making sure that all feel welcome!

Responsible to: The Volunteer Coordinator and Customer Service Supervisor - Daily questions can be directed to the Supervisor on Duty.

Job Description: responsibilities can include:

- Communicate with the public in a professional and kind way.
- Provide information as needed for direction and flow of traffic.
- Interact with patrons.
- Maintain a friendly positive environment on the adoption lobby.
- Take adoption pictures as adopters leave the building (with approval).
- Become familiar with background information about MCASAC.
- Ensure the lobby is clean and inviting.
- When slow - Taking and putting away donations – on public side.
 - Can be completed at the end of any volunteer position shift
- Laundry when needed.
- Other duties as needed or requested.

Training required:

- General information session
- Work with a mentor/champion

Qualifications: Volunteer must have the ability to interact with the public in a courteous and respectful manner, even in stressful situations. He/she should have a working knowledge of the organization its policies and procedures. He/she must have the ability to communicate well and follow directives with minimal supervision. He/she must be gentle and patient when working with patrons. Must be able to stand for long periods of time. Must be 18 years of age. Must be able to lift 25 pounds.

Days and hours needed: 7 days a week

- Thursday – Friday 12 to 3 pm
- (closed on Wednesdays)
- Saturday – Sunday 12 to 3 pm.

Time Commitment: minimum of 8 hours per month to remain an active volunteer.