



**Cape Ann Animal Aid**

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ANIMAL SHELTER

## **VOLUNTEER RECEPTIONIST**



**REPORTS TO:** Community Outreach Coordinator, Executive Director, Director of Development, Lead Adoption Counselors

**POSITION FUNCTION:** Provide quality customer service to CAAA visitors. The Volunteer Receptionist greets and checks in visitors, answers and directs phone calls, and provides essential information about CAAA adoption process.

**TIME COMMITMENT & LOCATION:** Must commit to one 2 hour shift weekly for a minimum of 6 months.

Mondays: 12:45PM-3:00PM or 3:00PM-5:15pm  
Other shifts available as needed

### **CORE RESPONSIBILITIES:**

- Warmly greet and check-in CAAA visitors using Visitor Log spreadsheet
- Provide information to visitors regarding visiting guidelines & pet adoption.
- Check voicemail and take down accurate, detailed messages, being sure to forward messages to appropriate staff member
- Write thank you notes for adoption contracts

### **TRAINING REQUIREMENTS**

- Orientation to CAAA and adoption policies
- 2-3 separate shifts training with Administrative Assistant

### **QUALIFICATIONS & REQUIREMENTS:**

- Reception and customer service experience preferred
- Reliable and punctual
- Computer literacy and familiarity with Google Suite and MS Office
- Highly detail-oriented with good listening and communication skills
- Ability to remain calm and patient in a fast-paced environment
- Must be able to lift 30 pounds
- Ability to follow specific instructions from staff
- Enjoys engaging with CAAA visitors, volunteers, founders, and staff
- Commitment to the philosophy of CAAA practices and policies
- Must be at least 16 years of age to volunteer for this position
- Track and input hours worked into the CAAA database
- Regular access to email to receive updates