

## Customer Service Facilitator

**Reports to:** Volunteer Coordinator & Client Services Representatives

**Position Function & Organizational Impact:**

- Improves customer experience at Yakima Humane Society

**Time Commitment and Location of Work:**

- Yakima Humane Society
- Customer Service Facilitator must volunteer on a regular basis to remain up-to-date with policies and procedures; must volunteer a minimum of 8 hours each month with a preference for committing to the same 2-hour (or more) shift each week.

**Goals:**

- Provide exceptional service to our visitors
- Answer visitors' questions
- Provide a safe and sanitized lobby environment for our pets
- Finalize all adoption & redemption paperwork

**Core responsibilities:**

- Greet each customer visiting the Yakima Humane Society
- Give appropriate paperwork to customers as needed
- Retrieve customers IDs for dog walking
- Retrieve and return dogs for customers when dog socializing or walking
- Help customers socialize with cats
- Mop visiting rooms after each pet
- Ensure a pleasant atmosphere for visitors

**Qualifications/Requirements:**

- Warm, friendly, enthusiastic personality
- Ability to stand and sit for long periods
- Ability to follow specific instructions from staff
- Enjoys engaging with Yakima Humane Society visitors, volunteers, founders, and staff
- Commitment to the philosophy of Yakima Humane Society practices and policies
- Must be at least 16 years of age to volunteer for this position
- Track and input hours worked into the Yakima Humane Society database
- Regular access to email to receive updates