Marin Humane Reopening
Outside Volunteer Greeter Station during COVID-19

Welcoming people to Marin Humane is an important job. For many visitors, coming to Marin Humane is their first contact with us. And, for those visitors who have been on campus and in the shelter pre-COVID, they will experience how we have adapted our shelter and processes to create a safe and comfortable experience for all. The Outside Shelter Greeter volunteer provides assistance and direction to the public in a friendly and positive manner.

Time Commitment

- Greeter station will be staffed Monday - Sunday
- Minimum of one 2-hour shift weekly between the hours of 9:30a.m.-5:30p.m. Monday – Friday and 9:00a.m.-5:30p.m. Saturday - Sunday

Qualifications

- Excellent communication skills
- Experience working in customer service helpful
- Basic computer skills are helpful
- Bilingual a plus
- Positive, outgoing attitude; willing to take initiative

Training Required

- Site Specific Personal Protection training hosted by Marin Humane staff person
- Interview and training with both the Adoption volunteer coordinator and a Customer Service staff person
- Review of COVID-specific policies with regard to assisting the public, monitoring entry into and out of the shelter by guests and vendors

Some of the engagement we expect volunteer greeters to assist with:

- Let Foster know a foster parent has arrived, assist as needed
- Let Adoptions know an adopter has arrived, assist as needed
- Direct B&T students to classes
- Direct guests to the Clinic and AHEE
- Let Clinic and Animal Care know someone is heading to them
- Direct inquiring adopters to our website
- Receive and sign for deliveries
- Receive in-kind donations, provide receipts
- Engage with people curbside, guests may not even have to leave their vehicle.
- Answer licensing questions and provide application for guest wanting to purchase a license

- Provide information and answer variety of questions or work to find an answer for the guest
- Disinfect touched surfaces (tables, chairs, pens, etc.) in between guests
- Other duties as necessary to support the Marin Humane staff and also the guests coming to campus

Additional information

- Greeter Station to be established outside on the patio, with the equipment and supplies below.
- Everyone (volunteers and guests) wears a face covering and maintains physical distancing.
- Shelter doors would remain closed and locked. Only volunteers would enter the building as needed.
- No guests enter the building except for essential restroom visits which would be escorted by volunteers.
- From the station, volunteers can interact with guests who walk up or drive up.