



Guest Services Volunteer

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 Guest Services Volunteers provide assistance and direction to the public in a friendly and positive manner. *Current need: Tuesdays 12:30-3pm; Tuesdays 3-5:30pm; Wednesdays 12:30-3pm; Fridays 3-5:30pm; Saturdays 3-5:30pm; Sundays 3-5:30pm*

Time Commitment

- The Guest Services station will be staffed Monday - Sunday
- Minimum of one 2.5 hour shift weekly between the hours of 10am-5:30pm

Qualifications

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

Training Required

- Interview and training with Volunteer Services Coordinator
- 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 Guest Services Volunteers to assist with:

- Answer questions about the Marin Humane adoptions process and direct inquiring adopters to our adoption staff or website
- Let staff know when their foster or adoptions appointment has arrived, assist as needed
- Direct Behavior & Training students to classes
- Contact B&T when their consultation appointment arrives
- Receive 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, or direct them in to the shelter to Customer Service
- Provide information and answer variety of questions or work to find an answer for the guest
- Other duties as necessary to support the Marin Humane staff and also the guests coming to campus