



VOLUNTEER POSITION DESCRIPTION

Position: Front Reception Customer Service – Meet and Greet
Locations: Gold Coast ONLY

GOLD COAST	PM SHIFT: 12.00pm – 5.00pm (TUESDAY – SATURDAYS Only)
	<i>Shift times may vary during training period or for adhoc occasions – negotiated directly with supervising staff member.</i>

Reports to: Reception Staff

Role Responsibilities: This position exists within our AWLQ Gold Coast Rehoming Centre, to assist our staff with the everyday duties and manual tasks associated with the Gold Coast Animal Rehoming Centre Reception. The centre’s Entrance and Reception area is the hub for all information and services offered by AWLQ , with staff being the first contact for visitors or customers onsite. Staff provide service, information and guidance to animal lovers and supporters of our organisation, customers who are surrendering or adopting, as well as visitors to our Head Office. This role requires the nurturing and building of positive customer relationships with of all AWLQ customers. You will meet and greet AWLQ customers on arrival, guiding and assisting them to complete the mandatory COVID-19 contract tracing details and offering any relevant information that relates to their visit at the centre, offering direction where necessary. This position greatly assists our Reception Team, and offers our customers the opportunity for a seamless and informed transition into the Rehoming Centre with as well as a welcoming smile.

Suitable candidates applying for this volunteer position would enjoy interacting with members of the public and are driven to provide a high level of customer service, demonstrating an understanding of the aims and objectives of the AWLQ. We are seeking reliable volunteers with customer service experience who demonstrate confident and effective communication and who are capable of taking direction.

Skills and Requirements of this role:

- Meet & greet customers on arrival
- Oversee Covid-19 sign in and any restrictions in place at the time
- Providing customer assistance and shelter information
- Cat carrier and adoption pack preparation
- Re-stocking of shop products & cleaning
- General adhoc duties as requested/required
- Professionally process and maintain confidential information in adherence with Australian Privacy Laws and the AWLQ Confidentiality Policy

For the right volunteer, this role has the potential to grow in responsibility with the opportunity to take on more tasks and offer our reception team assistance in other areas such as;

- Assisting customers with product purchases, including fitting collars.
- General office and stationary duties as required
- Data entry and processing assistance

NOTE: As a component of this role includes contact with animals, we request you consider your suitability if you have an animal related allergy.

Team Fit: Please note that while this role can be very rewarding, at times contributing to the shelter environment can be challenging due to the nature of our lifesaving work, and creating a brighter future for all companion animals in need. Please refer to the Volunteer Capability Profile requirements below.

CAPABILITY PROFILE

Physical Capacity:

- General level physical fitness with the ability to perform a selection of manual handling tasks
- General level of manual dexterity, ability to manage multiple objects at once.
- Ability to walk unaided on grounds, pathways, grass, stairs and sometimes slippery and muddy pathways.
- Clear vision, ability to see animal's body language, see obstacles and hazards.
- Ability to hear if an animal is in distress, giving low sounds or initial warning sounds that the animal is indicating fear.

Interpersonal and Communication Skills:

- Highly developed communication and interpersonal skills.
- Hardworking and show initiative when required.
- Positive attitude, calm and comfortable engaging with people.
- Flexibility and resilience, the ability to cope with various changes, a busy working environment and a demanding schedule.
- Gentle and mature disposition with demonstrated affinity with animals.
- Not bothered by strong smells or getting dirty.
- Attention to detail particularly regarding procedures, data entry, hygiene and sanitization.

Safety:

- Ability to comply with Standard Operating Procedures, Workplace Health and Safety Guidelines
- Work in a safe manner without risk to themselves, others or the environment.
- Correctly use all personal protective equipment provided.
- Comply with all emergency and evacuation procedures, respond appropriately to safety incidents

Autonomous / Unsupervised Capacity Required:

- Demonstrated ability to take direction from team members in supervisory roles.
- Ability to work autonomously while managing your own time effectively.
- Ability to work as part of a team.

Skills gained: A thorough understanding of the AWLQ Rehoming Centre's operations as well as gain confidence and improve your customer service skills.

Performance Goals: At the end of 3 months with a minimum of 48 volunteer hours, be assessed prior to graduating to become a regular volunteer.

Time Commitment: Attend the same 1 x 5 hour shift every week for a minimum of 3 months.