

Humane Society of Durham Region

Event Volunteer

Approved by: Danielle Johnson

Effective Date: August 3rd, 2016

Revision Date:

Purpose

To act as an ambassador for HSDR at events. HSDR is a non-profit organization that relies solely on donations so it is important to have passionate and professional volunteer representatives at events.

Description

Event Volunteers report to the Volunteer Coordinator and Shelter Manager

1. All volunteers welcome the public and serve as HSDR ambassadors.
2. Providing a warm welcome to the public coming to the events while remaining friendly and professional at all times
3. Answering general questions from the public under advisement of shelter staff
4. Providing exceptional customer service to ensure all people visiting have a positive experience while at the events

Qualifications

1. Interest in/love of animals
2. Great communication and interpersonal skills
3. Confidence talking with the public
4. Legendary customer service skills and customer services experience an asset
5. Good knowledge about HSDR
6. Experience working in a fast paced busy environment

Training

1. Complete a the general HSDR volunteer orientation
2. Tour the shelter to see how your support at fundraising events help the operation of the HSDR

Commitment

Commitment to attend and be available for fundraising events and communicate through email.