Volunteer Program & Client Services Team Support Role

Our volunteers are at the heart of the Rockingham-Harrisonburg SPCA's operations and our client services team is the first team that the public interacts with when they come to our building. By helping coordinate, oversee, and train our volunteers, this role intersects with all the teams here. This position also assists the Client Services Team which is responsible for administrative tasks, intakes, outcomes, financial records, and sanitation of the public areas. These tasks have a vital impact on the outcomes of the animals that come into our care through not only the presentation of our facility but also through the quality of how animals are presented to the public from their initial intake.

Objectives: To assist the volunteer manager with weekly volunteer program administration in order to help keep the volunteer program operating efficiently including onboarding of new volunteers, volunteer engagement, and volunteer retention. To assist the Client Services Team with weekly administrative responsibilities in order to help keep the front desk operating as smoothly as possible so we can quickly assist each client and maintain our standards for providing quality client services in a timely manner.

This role can assist with:
- Help manage and coordinate volunteer applications, orientation, and training
- Assisting in scheduling and supervising groups of volunteers
- Pursuing opportunities to engage new volunteers
- Scheduling and setting up offsite tabling events
- Organizing and promoting dog field trips
- Monitoring and posting on the volunteer facebook page
- Greeting clients as they come in & following up on voicemails and phone calls
- Filing & reporting
- Upkeep of regular cleaning and sanitation - sweep/mop lobby and hallways, cleaning bathrooms, emptying trash cans, refilling hand sanitizer

Weekly Time Commitment: Averaging about 15-25 hours a week

Qualifications: 18 years old or older, reliable scheduling availability, in-person training, comfortable learning new computer programs

Supervision: Staff supervision throughout training period
- Volunteer Manager