

# Kennel Ambassador

## Description

Reports to: Volunteer Coordinator; Customer Care Manager; Shelter Manager

### Time Commitment and Location of Work:

- MHS adoption floor
- Minimum 1 shift per week (Fridays and Saturdays preferred)
- Shifts from: 12pm - 2pm, 2pm - 4pm, 4pm - 6pm on weekdays  
And 11am - 1pm, 1pm - 3pm, 3pm - 5pm on Saturday

### Goals:

- Provide a welcoming and friendly environment to patrons
- Answer visitors' questions throughout the adoption process
- Provide a smooth transition to Customer Care/Adoption Counselors
- Ensure a positive customer experience for patrons

### Responsibilities:

- Greet each visitor and explain adoption process
- Allow patrons to visit with animals and avoid 'making decision for them'
- Ensure a pleasant atmosphere for visitors
- Get animals out of kennels and take them to the Meet & Greet areas
- Socialize with animals to get to know personalities, behaviors, and likes/dislikes
- Provide neutral background on animals that patrons are interested in
- Keep adoption desk and surrounding area tidy and organized
- Assist Front Desk Staff with various projects & tasks
- Utilize green sheets to record medical/behavioral observations

### Required Trainings:

- Completion of Kennel Ambassador Training
- Completion of Fear Free Shelters

### Qualifications:

- Active volunteer with at least 20 lifetime hours
- Must be at least 18 years old
- Warm, enthusiastic personality and willing to engage with potential adopters
- Comfortable handling difficult situations calmly and professionally
- Comfortable interacting with dogs, cats, and small animals of all personalities
- Ability to lift 30 pounds, stoop, bend, and kneel, and sit/stand for long periods

- Willingness and ability to follow specific instructions from staff
- Commitment to Midlands Humane Society practices, policies, and philosophy

