

**City of San José  
Volunteer San José**

**JOB DESCRIPTION**

**Job Title:** ACS Information Desk Pal

**Supervisor:** Sr. Office Specialist

**Length of Commitment Desired:** Minimum 6 months– \* 10 volunteer hours per month

**Dates volunteer is needed:** From December 2003 to Ongoing

**Location of volunteer work (address):** 2750 Monterey Rd.

**Duties:**

- Welcome visitors to Animal Care Center
- Direct visitors to where they need to go
- Answers front desk phones
- Distribute written materials and hand-outs

**What is fun and meaningful about this job?** This exciting position is the pulse of the Animal Care Center. We rely on our Information Desk Volunteers to project a warm friendly image. Visitors that are greeted and helped in a prompt and cheerful way are more likely to come back and recommend the shelter to their friends and neighbors. The more visitors we have the better the chance our animals have of being adopted.

**Desired Qualifications:**

The volunteer must:

- Be cherrful and have a positive attitude
- Have good communication and “people” skills
- Have the ability to disseminate accurate information
- Be dependable
- Be willing to adhere to the policies and procedures as instructed

**Minimum Age Requirement:** 18

**Training:** (\* all training in-house at Animal Care Center)

- ACS Orientation
- Customer Service Class

**Number of Volunteers Needed:** TBD

**Comments/Other:**