

### Administration and Special Events Volunteer

<i>Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.</i>	
<b>Work Location</b>	4011 Main Street, Barnstable, MA 02630
<b>Position Grade</b>	<b>3</b> ; background check includes Criminal Background, Social Security Number Verification and Sex Offender Registry
<b>Purpose of the Position</b>	Assist Cape Wildlife Center (CWC) with answering phone calls, patient intake at reception desk, and special events including community festivals
<b>Volunteer Responsibilities</b>	<ul style="list-style-type: none"> <li>Assist with answering phones and helping people with wildlife questions and issues at the staff intake desk</li> <li>Assist with admittance of wildlife patients and communicate with the public through phone and in-person communication</li> <li>Enter data into volunteer and wildlife databases</li> <li>Assist with community outreach and special events as needed, including identifying events that the CWC should participate in, planning attendance at community events (i.e. the annual Cape Cod Wildlife Festival), and representing the CWC at events: distribute information and speak to the public about CWC</li> <li>Assist with gift shop and merchandising</li> </ul>
<b>Level of Difficulty</b> <b>1=easy/5=demanding</b> (physical, mental, emotional)	<ul style="list-style-type: none"> <li>Physical difficulty is level 2; some of the work occurs in an office setting; the event-related work may require standing for multiple hours and moving light-weight items</li> <li>Mental difficulty is level 3; requires strong communication skills and the ability to work independently and use good judgment, as the level of understanding and knowledge required to effectively answer questions and provide resources is high</li> <li>Emotional difficulty is level 3; any contact with the public can result in interactions with people in a heightened emotional state because of their connection with and commitment to animals</li> </ul>
<b>Expected Environmental Conditions</b>	Majority of the work is performed in an office environment. Special events may be held indoors or outdoors in all weather conditions which can include extreme heat.
<b>How Often Volunteers Work On-site</b>	Most of the work is performed at CWC or at off-site community and special events. Some work can be performed remotely.
<b>Orientation/Training</b>	Orientation includes the following: history and tour of CWC, description of rules, overview of programs and volunteer opportunities. Volunteers should attend the orientation wearing casual clothing. Volunteers must attend 2-3 training sessions; they will be given access to a volunteer manual and will be trained on the particular aspects of their role. Continuing education sessions are also offered throughout the year.
<b>Learning Opportunities</b>	<ul style="list-style-type: none"> <li>Knowledge of the CWC and how the program area fits into the larger picture of animal protection</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop or strengthen customer service, event-planning, community outreach, and communication (written/verbal) skills</li> <li>• Exposure to the operations of a wildlife care center</li> <li>• Improve organizational and time management skills including how to prioritize and multi-task</li> <li>• Knowledge of various animal species and wildlife issues</li> <li>• Knowledge of animals' habitats and humane coexistence with wildlife</li> <li>• Develop some safe animal handling and wildlife rescue skills</li> <li>• Learn about the wildlife rehabilitation process</li> </ul>
<b>Position Start Date</b>	Spring
<b>Initial Minimum Commitment</b>	Volunteers must have the ability to work a minimum of one 3-hour shift per week during the busy season from March through October. Scheduling and length of service are fairly flexible; however, there is an expectation that people fulfill the commitment made by mutual agreement with staff at the outset of their volunteer work.
<b>Scheduling Guidelines</b>	From March through October, shifts are a minimum of 3 hours in length between the hours of 9:00 AM-5:00 PM, seven days a week. Shift schedules are dependent on our operating hours and events; hours may vary and include evening and weekend hours. Hours are variable through the off-season from November through February.
<b>Qualifications/Requirements for Volunteer Applicants</b>	<ul style="list-style-type: none"> <li>• Able to meet the requirements outlined in the Essential Capabilities document with or without reasonable accommodation</li> <li>• Strong communication skills; able to communicate effectively with public about wildlife in need</li> <li>• Familiarity with the internet and basic Microsoft Office programs</li> <li>• Able to learn in a volunteer database system</li> <li>• Able to work well independently and use good judgment</li> <li>• Able to learn and demonstrate a familiarity with CWC's programs</li> <li>• Able to understand The HSUS's policies and positions regarding animal protection issues and able and willing to appropriately and accurately represent those policies when interacting with the public or otherwise representing The HSUS</li> <li>• Customer service, volunteer database entry, event-planning, and office experience is helpful</li> </ul>
<b>Restrictions</b>	<ul style="list-style-type: none"> <li>• Must be at least 16 years old; volunteers under 18 must have permission from a parent or guardian to participate in our program</li> <li>• Teens 16 or 17 years old may work independently after attending orientation with a parent/legal guardian and may not leave the property during shift</li> <li>• Must have reliable transportation and arrive on time for shifts</li> <li>• Please note that individuals who are immune-compromised should not work directly with wildlife</li> <li>• Must wear a volunteer T-Shirt</li> <li>• Should have access to a computer and ability to login into an online volunteer communication site to receive updates</li> <li>• Must learn and follow all guidelines and policies of The HSUS and CWC, and follow directions given by staff</li> <li>• Must submit the required paperwork and pass a background check before</li> </ul>

	<p>being assigned</p> <ul style="list-style-type: none"> <li>• Current tetanus inoculation recommended</li> </ul>
<b>Tools/Equipment Provided (including Personal Protective Equipment)</b>	All tools and supplies are provided on site.
<b>Optional Tools/Equipment</b>	Volunteers must wear closed-toed shoes and appropriate clothing (long pants or long capris; no shorts). Volunteers are provided T-shirts to wear when they are working.
<b>Supervisor(s)</b>	Volunteer Coordinator, Cape Wildlife Center
<b>Number of Concurrent Volunteer Openings</b>	10-15 individuals
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>• CWC cannot accommodate court-mandated community service at the Center</li> <li>• CWC volunteers provide an immeasurable amount of support to our staff in caring for the over 1,700 animals that pass through our doors annually. In 2014, CWC volunteers logged over 8,000 hours, a number which will surely be surpassed this year. CWC volunteers include retired professionals, parents with school-aged children, college students, and adults who all have one thing in common: a love of and interest in wildlife. We welcome volunteers who have a positive attitude, boundless energy and enthusiasm.</li> </ul>
<b>Updated</b>	1.2.2015