

Volunteer Position Description

Office and Outreach Assistant

<i>Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.</i>		
Work Location	12526 County Road 3806, Murchison, TX 75778	
Position Grade	3 ; background check includes Criminal Background, Motor Vehicle Check, Social Security Number Verification, Sex Offender Registry, and Credit Check	
Purpose of the Position	Provide administrative support to Cleveland Amory Black Beauty Ranch (CABBR) staff by helping with common office duties such as data entry, photocopying, filing, and answering phones. Represent CABBR at local community events to promote our programs, services, and horses available for adoption, as well as promote our volunteer programs to members of the public.	
Volunteer Responsibilities	Level One Duties	Level Two Duties
	<ul style="list-style-type: none"> • Answer phones, field questions from the public • File, stuff envelopes, make copies • Enter data into spreadsheets and/or databases • Assist with gift shop merchandise set up and inventory • Complete cash, check and credit card sales/donation transactions • Help with cleaning/organizing projects • When possible, use own method of transportation to assist the center with off-site or remote tasks or projects such as running errands 	<ul style="list-style-type: none"> • Assist with community outreach and education: <ul style="list-style-type: none"> • Research local events for CABBR participation • Work with Education and Outreach Coordinator on projects • Help set up/tear down at on-site and off-site events • Man table at events, distribute information, speak to the public regarding CABBR and The HSUS' campaigns
Level of Difficulty 1=easy/5=demanding <small>(physical, mental, emotional)</small>	<ul style="list-style-type: none"> • Physical difficulty is level 2; most of the work occurs in an office setting; the event-related work may require standing for multiple hours and moving light-weight items • Mental difficulty is level 3; requires strong communication skills and the ability to work independently and use good judgment; the level of understanding and knowledge required to effectively answer people's questions and explain the work we do is high • 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 	
Expected Environmental Conditions	Most of the work is performed in an office environment. Events may be held indoors or outdoors in all weather conditions which can include extreme heat.	

How Often Volunteers Work On-site	Most of the work is performed on-site or at events. Some work can be performed remotely.
Orientation/Training	Orientation includes the following: overview and brief tour of the ranch, description of rules, and overview of volunteer opportunities. Volunteers will be trained on the particular aspects and tasks required for their role. Additional training will be provided as needed.
Learning Opportunities	<ul style="list-style-type: none"> • Develop or strengthen office, customer service, organizational, event-planning, community outreach, and time management skills • Knowledge of CABBR and how the program area fits into the larger picture of animal protection • Learn about a variety of animal species and animals' habitats • Exposure to the operations and management of an animal care center
Position Start Date	Ongoing
Initial Minimum Commitment	At least four, 4-hour shifts the first eight weeks or 24 hours in the first 90 days. We prefer continuing volunteers to commit to at least one, 4-hour shift each month.
Scheduling Guidelines	Two shifts available for onsite work: 9:00 a.m.-1:00 p.m. and 2:00 p.m.-5:00 p.m. For events, hours vary and may include evening or weekend work.
Qualifications/Requirements for Volunteer Applicants	<ul style="list-style-type: none"> • Able to meet the requirements outlined in the Essential Capabilities document with or without reasonable accommodation • Proficiency in Microsoft Outlook, Word and Excel • Possess problem-solving capability • Strong communication skills • Demonstrate flexibility and take initiative on a variety of projects • Able to maintain professionalism in attitude and appearance • Able to work independently, as well as on a team, and use good judgment • Able to communicate with a variety of people effectively and without judgment or making negative remarks • Able to learn and demonstrate a familiarity with CABBR's programs • Able to understand The HSUS' 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 • Office or customer service experience helpful
Restrictions	<ul style="list-style-type: none"> • Volunteers under 18 must have permission from a parent or guardian to participate in our program. Teens 16-17 may work independently after attending the orientation with their parent or guardian. Teens 12-15 can volunteer with a parent or guardian as their partner at all times. • Must have current tetanus inoculation and provide proof of a negative TB titer; vaccination against Hepatitis A & B recommended • Must have reliable transportation and arrive on time for shifts • Must learn and follow all guidelines and policies of The HSUS and CABBR, and follow directions given by staff • Must submit the required paperwork and pass a background check before being assigned • Should have access to a computer and ability to login into an online volunteer communication site to receive updates, as well as a phone for easy communication
Tools/Equipment Provided	All equipment/supplies needed for the work including a telephone and

(including Personal Protective Equipment)	computer with access to the Internet
Optional Tools/Equipment	n/a
Supervisor(s)	Office Manager, Cleveland Amory Black Beauty Ranch
Number of Concurrent Volunteer Openings	5; individuals or teen-parent teams
Additional Information	All volunteers perform Level One duties for a minimum of 60 hours before they are considered for advancement to the role's Level Two duties. Volunteers are also welcome to continue on in their Level One duties beyond the initial 60-hour commitment.
Updated	1.6.2017