



Pet Help Partners Adoption Follow-Up Call Volunteer

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Work Location	Remote
Position Grade	2 ; background check includes Criminal Background, Motor Vehicle Record and Social Security Address Report
Purpose of the Position	Volunteers contact recent Animal Care & Control of NYC (AC&C) shelter adopters to check in and address any questions or concerns in order to prevent unnecessary returns of animals to the shelter and help ensure a positive lifetime bond between adopters and animals.
Volunteer Responsibilities	<ul style="list-style-type: none"> • Make follow-up calls to recent AC&C shelter adopters within four days of adoption to ensure that all is going well with the new pet and to answer any questions or concerns • Offer resources and advice as needed • Send write-ups of cases to supervisor in a timely manner each week
Level of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<ul style="list-style-type: none"> • Physical difficulty is level 1; volunteers will have very little physical activity related to their work, as they can make all calls from the comfort of the volunteer's home or office • Mental difficulty is level 3; requires strong verbal communication skills, ability to follow protocols and procedures and use good judgment; the level of understanding and knowledge required to effectively answer any questions adopters may have and ensure problems are solved, as well as provide additional resources is high • Emotional difficulty is level 3; while the Pets for Life NYC Program experiences many successes, despite our best efforts of working to help recent AC&C adopters, sometimes we are not able to prevent returns of the animals to the shelter; 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	All work can be done from one's home or office
How Often Volunteers Work On-site	The work can be done remotely.
Orientation/Training	Volunteers must attend an hour-long orientation meeting, either in person or via phone, and will receive training specific to the role. Pet Help Partners provides a volunteer instruction manual and additional materials, as well as ongoing training and support throughout the volunteer experience.
Learning Opportunities	<ul style="list-style-type: none"> • Strengthen communication and customer service skills • Strengthen critical thinking and problem-solving skills • Better understand the challenges faced by pet owners and learn about common issues faced by companion animals as well as how to resolve them
Position Start Date	Ongoing
Initial Minimum Commitment	Volunteers work one hour per week for a minimum of three months

Scheduling Guidelines	Volunteers are given 5 to 10 adoption follow up calls to make each week depending on what hours work for them as well as for the adopters they are calling back; shifts are available seven days per week between 9:00 AM and 9:00PM.
Qualifications/Requirements for Volunteer Applicants	<ul style="list-style-type: none"> • Able to meet the requirements outlined in the Pet Help Partners Essential Capabilities document with or without reasonable accommodation • Effective communication skills, especially on the phone • Ability to learn about the resources and services available to pet owners in the greater NYC metro area and learn common terminology related to companion animals • Ability to understand common issues affecting companion animals • Ability to be an active and compassionate listener • Ability to retain and comprehend large amounts of information and pay attention to detail • Able to communicate with a variety of people effectively and without judgment or making negative remarks • Ability to manage time in a pressured situation • Ability to quickly identify information needed and rapidly find this information within provided resource materials • Ability to reply quickly to supervisor’s comments and directives • Able to understand The Humane Society of the United States’ (HSUS) policies and positions and the Pet Help Partners approach, and able and willing to appropriately and accurately represent those policies when interacting with the public or otherwise representing The HSUS or Pet Help Partners • Able to learn and demonstrate a familiarity with HSUS’ major campaigns and mission • Possess problem-solving capability and the ability to think creatively, in a solution-oriented way • Ability to work independently and take direction from supervisor • Basic knowledge of companion animal behavior helpful
Restrictions	<ul style="list-style-type: none"> • Must be at least 18 years old • Must have access to a telephone line with voicemail and call waiting capabilities as well as access to a computer and the ability to login into an online volunteer communication site to receive updates; must be willing to not have a blocked phone number • Must be able to learn and follow guidelines and policies of The HSUS and Pet Help Partners, and follow directions • Must submit the required paperwork and pass a background check before being assigned
Tools/Equipment Provided (including Personal Protective Equipment)	Pet Help Partners will provide volunteer instruction manual, informational fliers, and pertinent articles.
Optional Tools/Equipment	n/a
Supervisor(s)	Client Services Manager, Pet Help Partners
Number of Concurrent Volunteer Openings	Unlimited number of individuals
Additional Information	Volunteers with Pet Help Partners have the opportunity to help make a huge difference in the lives of people and pets by providing them with the

	resources and solutions they need to stay together. Volunteers are provided extensive training and join a community of people working toward the same goal of supporting New York City's pets by helping to ensure they have a good quality of life in their home and remain in their home throughout their lives.
Updated	1.23.2013