



### Pets for Life: Administrative Support Volunteer

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

<b>Work Location</b>	Atlanta, Chicago, Los Angeles and Philadelphia
<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>	Increase Pets for Life's (PFL) capacity by providing administrative support.
<b>Volunteer Responsibilities</b>	Responsibilities may vary by city, based on current needs. Examples of tasks include: <ul style="list-style-type: none"> <li>• Provide general administrative support including data entry, handling mailings, photocopying, and updating spreadsheets</li> <li>• Return voicemail messages and make phone calls to support PFL clients including reminder and follow up calls to spay/neuter appointments, dog training class follow up calls, upcoming outreach event invitation calls, etc.</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 1; the work occurs in an office/home office setting</li> <li>• Mental difficulty is level 2; requires strong communication skills and the ability to work independently and use good judgment</li> <li>• Emotional difficulty is level 2; volunteers may be exposed to some emotionally-distressing issues at a minimal level</li> </ul>
<b>Expected Environmental Conditions</b>	Workspace is a home office environment.
<b>How Often Volunteers Work On-site</b>	Volunteers must meet with PFL coordinator on-site (i.e. neutral meeting place such as office of PFL spay/neuter partner) to receive initial training. Most of the work can be done virtually from one's home or office.
<b>Orientation/Training</b>	Volunteers must attend a general orientation and will receive training specific to the role. Information and materials about The Humane Society of the United States (HSUS) and PFL, including the Pets for Life Community Outreach Toolkit, will be provided.
<b>Learning Opportunities</b>	<ul style="list-style-type: none"> <li>• Better understand the challenges faced by animal owners in underserved communities</li> <li>• Develop or strengthen office, customer service, organizational, and time management skills</li> </ul>
<b>Position Start Date</b>	Ongoing
<b>Initial Minimum Commitment</b>	On an as-needed basis; volunteers commit to a minimum of three months
<b>Scheduling Guidelines</b>	Flexible; volunteers will work out a schedule with PFL Coordinator
<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>• Commitment to accuracy and excellent attention to detail</li> <li>• Able to learn how to use new database system software (FileMaker Pro); experience with FileMaker Pro is preferred but not required</li> <li>• Strong interpersonal skills; able to communicate effectively with staff and the public</li> </ul>

	<ul style="list-style-type: none"> <li>• Basic internet and computer proficiency; experience with Microsoft Office Excel</li> <li>• Able to work independently and use good judgment</li> <li>• Demonstrate flexibility and take initiative on a variety of tasks</li> <li>• Able to communicate with a variety of people effectively and without judgment or making negative remarks</li> <li>• Able to understand The HSUS' policies and positions and able and willing to appropriately and accurately represent those policies when interacting with the public or otherwise representing The HSUS</li> <li>• Able to learn and demonstrate a familiarity with HSUS' major campaigns and mission</li> <li>• Office or customer service experience helpful</li> </ul>
<b>Restrictions</b>	<ul style="list-style-type: none"> <li>• Must be at least 18 years old</li> <li>• Must have access to a telephone line with voicemail and call waiting capabilities; must be willing to not have a blocked phone number</li> <li>• Must have access to a computer and ability to login into an online volunteer communication site to receive updates</li> <li>• Volunteer may need access to Microsoft Office programs such as Excel; needs vary by city</li> <li>• Must be able to learn and follow guidelines and policies of The HSUS and Pets for Life, and follow directions</li> <li>• Must submit the required paperwork and pass a background check before being assigned</li> </ul>
<b>Tools/Equipment Provided (including Personal Protective Equipment)</b>	n/a
<b>Optional Tools/Equipment</b>	n/a
<b>Supervisor(s)</b>	Coordinator, Pets for Life
<b>Number of Concurrent Volunteer Openings</b>	1-2 individuals
<b>Additional Information</b>	Volunteers receive a Pets for Life t-shirt provided at no cost.
<b>Updated</b>	3.15.2016