



Puppy-Friendly Pet Stores Coordinator

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

Work Location	Gaithersburg, MD office or Remote
Position Grade	3 ; background check includes Criminal Background and Social Security Number Verification
Purpose of the Position	To help the Puppy Mills Campaign increase the number of Puppy-Friendly Pet Stores across the country and to keep the information on our web page as current as possible.
Volunteer Responsibilities	<ul style="list-style-type: none"> • Call potential pet store candidates in targeted areas for the Puppy-Friendly Pet Stores program and request their participation based on qualifications • Visit our Puppy-Friendly Pet Stores web page to review all participating Puppy-Friendly Pet Stores' websites to confirm their websites are current and the information is still accurate
Level of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<ul style="list-style-type: none"> • Physical difficulty is level 1; work occurs in an office/home office setting • Mental difficulty is level 3; requires strong verbal communication skills and the ability to use good judgment while interacting with the public; strong level of knowledge required to effectively answer questions the store owner/manager may have • Emotional difficulty is level 2; volunteers may be exposed to some emotionally-distressing issues at a minimal level
Expected Environmental Conditions	Indoors/home office environment
How Often Volunteers Work On-site	n/a
Orientation/Training	<ul style="list-style-type: none"> • Volunteers will be given an orientation and background information on the organization and the Puppy Friendly Pet Stores program and will be trained on the particular aspects of the role including training related to calling pet stores • Volunteers will receive a script for phone calls and will be introduced to our web page; supervisor will be available to answer questions during day and evening hours.
Learning Opportunities	<ul style="list-style-type: none"> • Strengthen interpersonal and networking skills • Develop increased knowledge of animal protection issues as they relate to the puppy mill industry • Gain exposure to various website designs and an increased appreciation for the importance of detailed accuracy. • Develop or strengthen knowledge of The HSUS and its mission
Position Start Date	Ongoing
Initial Minimum Commitment	5 to 10 hours per week for three months
Scheduling Guidelines	<ul style="list-style-type: none"> • Flexible, but must be between Monday-Friday, 9:00 AM-7:00 PM or Saturday-Sunday, 10:00 AM-5:00 PM; dependent upon time zones
Qualifications/Requirements	<ul style="list-style-type: none"> • Knowledge of and/or interest in animal protection issues and the puppy

for Volunteer Applicants	<p>mill industry</p> <ul style="list-style-type: none"> • Superior interpersonal and verbal communication skills and fluency in English, with a pleasant and clear speaking voice • Phone skills and experience strongly preferred • Must have excellent phone manners and be an active listener • Strong attention to detail and a commitment to accuracy • Dedication to the organization's mission • Able to maintain enthusiasm, demonstrate flexibility and willingness to take initiative • Computer literacy skills and experience and strong familiarity with the internet; proficiency in Microsoft Office suite (Outlook, Word, and Excel) preferred • Exhibit good judgment, strong organizational skills and the ability to use discretion and work well independently
Restrictions	<ul style="list-style-type: none"> • Must be at least 18 years of age • Remote volunteers must have access to his/her own reliable telephone line with voicemail and call waiting capabilities and must be willing to not have a blocked phone number; calls are non-reimbursable • Must have access to a computer and the internet • Must be able to learn and follow all guidelines and policies of The HSUS and follow directions given by staff • Must submit the required paperwork and pass a background check before being assigned
Tools/Equipment Provided (including Personal Protective Equipment)	n/a
Optional Tools/Equipment	n/a
Supervisor(s)	Outreach Coordinator, Puppy Mills Campaign Director, Outreach and Research, Puppy Mills Campaign
Number of Concurrent Volunteer Openings	2-5 individual volunteers
Additional Information	
Updated	10.17.2013