



# GERMAN SHEPHERD RESOURCE AND RESCUE CENTER

## VOLUNTEER JOB DESCRIPTION

### HelpLine Volunteer

<p><b>POSITION DESCRIPTION</b></p>	<p>The Center Helpline is available both online and by phone and its purpose is to receive inquiries from the public on a wide range of topics. The Center is looking for several volunteers for this position.</p> <p>Volunteers who work on the Helpline check a voice mail box and e-mail account on their assigned day, complete a call record, respond to the inquiry or forward the call or email to the appropriate person.</p> <p>If the call was forwarded, the Helpline Volunteer must follow-up with whoever took the inquiry to ensure that they have responded to the call.</p>
<p><b>SKILL SET</b></p>	<p>Volunteers must have excellent phone and customer service skills. They must be able to communicate clearly, and be comfortable having sometimes-difficult conversations.</p>
<p><b>SHIFTS</b></p>	<p>Volunteers are assigned one day per week to call in and check the helpline and address inquiries.</p>
<p><b>LOCATION</b></p>	<p>Duties are carried out from the volunteer's home.</p>
<p><b>REQUIREMENTS</b></p>	<p>A computer, an internet connection and telephone.</p>
<p><b>COMMITMENT</b></p>	<p>We would prefer a 6 month commitment.</p>
<p><b>TRAINING REQUIREMENTS:</b></p>	<p>Attend a Volunteer Orientation that explains the overall objectives of the Center as an organization. This can be done in person or by telephone.</p> <p>Attend a one to two-hour in-depth training on how to operate the Helpline and how to answer questions. This can be done in person or by telephone.</p> <p>Train and work with an experienced volunteer for at least two weeks.</p>

*Note: All Volunteers must complete a volunteer application, sign a release and liability waiver and receive approval from the GSRRC BOD. Completing and submitting this application does not indicate acceptance and placement. Acceptance into and continued participation in the volunteer program is, among other things, dependent on your view of volunteer work, your comfort level working with animals, your attitude toward rescue groups and animal shelters and GSRRC's specific activities, and whether GSRRC has positions available for your specified time slots.*