



Weatherford Parker County Animal Shelter (WPCAS) Volunteer Team Position Description

Revised: January 24, 2019

WPCAS Customer Care Team

The Weatherford Parker County Animal Shelter (WPCAS) encourages the involvement of volunteers, at all levels of our agency. Volunteers work in partnership with salaried staff to improve the bonds between humans and animals, increase the number of animals with loving homes, keep the community safe, and offer a municipal service of excellence. Our volunteer family is part of what makes our shelter GREAT!

Team Impact

"Animal Sheltering is a customer service business" – Brittany Wallesch. Without customers, the shelter would not have any of the successes we celebrate. The exceptional customer and customer experience associated with WPCAS is what keeps people coming back.

Key Responsibilities & Roles

This team is the first contact and sets the tone for the public's experience with WPCAS

- Provide exceptional customer service to everyone that comes into the reception area
- Answer phones and respond to emails with general questions from the public
- Enter animal and customer data into data base and file paper copies
- Guide the public in viewing and selecting appropriate pets for adoption
- Promote WPCAS mission and services in a positive way
- Contribute to a productive, team-centered working environment

In addition, some members of this team act as Team Leader(s) who update volunteers on changes and help their team coordinate schedules, locate resources, and solve problems.

Location

Volunteers will work in pairs, alongside employees, at our front reception desk
403 Hickory Lane, Weatherford, TX 76086

Time Commitment & Length of Appointment

Volunteers serve half-day shifts

Tuesdays/Thursdays and Saturdays – 9am to 12:30pm and 12:30pm to 4pm

Wednesdays and Fridays – 9am to 12pm, 12pm to 3pm, and 3pm to 6pm

The minimum time commitment is 4 hours per month. Because it takes time to learn all that happens at WPCAS, we ask volunteers to commit to **at least 6 months of service**, or one semester for students.

Skills & Qualifications

All you need is a friendly, outgoing nature, some computer skills, and grace under pressure.

- Able keep calm and upbeat in a busy reception area
- Ability to maintain confidentiality and compassion in sensitive situations
- Dedicated to providing caring, professional-level customer service
- Basic computer skills, or willing to learn



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ANIMAL SERVICES

- Pass background check and complete orientation training
- Willing to acknowledge expertise and accept difficult, sometimes unpopular, decisions staff must make.
- Contribute to a positive and productive working environment

Training and Support

Our **New Volunteer Orientation Training** includes both short online video lessons and an in-person workshop to prepare to prepare new volunteers for service. We also take all new volunteers on a **tour of our grounds**. To help them get comfortable with their tasks, each new volunteer is matched with a mentor to **shadow during their first shift**.

All volunteers must complete all training and a shadowing shift before they are officially appointed. During this shift, they will also learn how to check in and out using our database. Once appointed, they will receive an **official WPCAS volunteer-shirt** to wear during service.

For the most part, most volunteers work independently with their team. Also, during any given shift, volunteers will have a **staff point person** they can connect with if they have questions or concerns. We also offer **monthly updates and refresher training** throughout the year. We offer new **leadership opportunities** after the first 6 months.

Benefits for Volunteers

Volunteering with WPCAS is designed to be a **fun and rewarding experience**. Many volunteers are surprised to find they get as much as they give.

Here are just a few of the **many benefits**:

- Have a positive impact** on the health and wellbeing of animals in need
- Feel good** about giving back to the community
- Meet like-minded people** who want to make a real difference
- Learn more** about how to properly care for and handle animals
- Stay up-to-date** on the many changes that happen in the animal welfare field
- Grow** and hone your customer service skills
- Meet requirements** for student community service hours
- Reduce stress** by working directly with animals in a fun environment

How to Join – It's as Easy as 1-2-3!

- 1) Visit the WPCAs web site and click on the Volunteer tab to apply.
- 2) Create a log in and complete the application.
- 3) Sign the authorization form & mail in payment (\$5) for the background check.

Volunteers will hear within 14 days if they've been cleared to sign up for an in-person training date.

Contact Us With Any Questions

Ashley Woolnough, Animal Services Manager

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Website: www.weatherfordtx.gov/animals