



## **Animal Viewing Greeter**

**Summary:** The Oakville and Milton Humane Society (OMHS) is happy to announce that we have been able to open our doors for animal viewing to the public! We have some incredible dogs, cats and small animals that are looking for their forever homes and with appointments now available for viewings, we are looking for an Animal Viewing Greeter.

OMHS is looking for someone warm, engaging and friendly who can help direct potential adopters towards the adoptable animal rooms.

An essential part of your daily routine involves providing relative information regarding viewing appointments, assisting in the flow of traffic, ensuring that members of the public are complying with our viewing policies and offering direction for any questions they may have and informing potential adopters of the process and how they can apply to adopt.

A love for animals and the ability to warmly welcome potential adopters to the shelter is essential in this position as the greeter is the first point of contact for viewing appointments.

### **Essential Duties and Responsibilities**

- Following OMHS protocols
- Maintaining the cleanliness and organization of the Lobby (sanitizing, overall cleanliness, bringing donation items to the back hall, etc.)
- Guiding the public on how to book animal viewing appointments
- Monitoring the public and making sure they are following the rules
- Maintaining the flow of traffic/appointments
- Explaining the adoption process
- Frequently communicating with Front Desk and the Adoptions team for any changes to viewing appointments
- Ensuring all appointments are aware of the protocols and policies regarding animal viewing
- Other duties as they arise

### **Requirements**

- Must be dependable and punctual
- Be self-directed, willing to take initiative, and detail-oriented
- Must complete a criminal background check
- Follow OMHS protocols when at the OMHS
- Respect and maintain confidentiality of OMHS volunteers, partners, and donors
- Must genuinely enjoy working around animals and with people
- Perform physical duties including repetitive standing and walking

- Must be able to respond calmly and quickly to frequent auditory signals, warnings, or communication from other staff or volunteers.
- Must be able to work unaffected in an environment where dogs are barking loudly and continuously.

### **Training & Supervision**

- Attends general volunteer orientation
- Attends a volunteer tour of the OMHS shelter
- Receives on-site training and supervision from the Customer Care Manager

### **Time Commitment**

- Available shifts are:
  - Saturday 12pm-2pm, 2pm-5pm
  - Sunday 12pm-2pm, 2pm-4pm

We can't do it without you. Thank you for being part of our team!