

HBSPCA Volunteer Position



Position: Reception & Client Support

Shifts Available: Mon-Friday 8am-10am
Thursday/Fridays 5pm-7pm
Saturdays 10am-3pm

Position Summary:

This position will be responsible for providing exceptional customer service at our front desk, responding to inquiries, answering phones, facilitating information and administrative support.

Responsibilities:

- The primary responsibility of this position is to welcome visitors, providing information, answer/return phone calls and provide excellent customer service.
- Additional administrative tasks may include assisting data entry.
- It will be your responsibility to ensure that every person that enters our doors, or calls for information, receives best-in-class client service experience.

Qualifications:

- 1-2 years education or experience in reception/customer/client service or office administration preferred
- Criminal Record Check, valid within 3 months of start date
- Proficient with Microsoft Office (especially Microsoft Teams and Outlook)
- Experience working in an animal shelter environment, an asset.