



## Salem Campus Volunteer Role Description

**Name of Requesting Department, Group, Individual:**

Spay and Neuter Clinic

**Name of the Volunteer Position:**

Clinic Receptionist

**Main Objectives of Volunteer Position:**

- Clinic Reception volunteers assist our staff receptionist with tasks, such as covering lunch breaks, answering phones, scheduling appointments, filing medical records, and other receptionist duties.

**Position Duties:**

- Answer, return, and forward phone calls.
- Make appointment reminder phone calls.
- Filing paperwork.
- Helping patrons if they come to the door.
- Scheduling appointments.
- Provide accurate information to customers regarding policies, procedures, adoption and intake philosophy, and community resources. Seek appropriate staff as needed to provide the most current information.
- General clerical duties including photocopying, scanning and mailing.

**Required Skills:**

- 18 years or older.
- Professional appearance and demeanor.
- Basic computer skills and proficiency in looking up information in a database.
- Comfortable and able to work with the public and in public areas.
- Ability to communicate in a welcoming and friendly manner.

**Working Conditions/Physical Requirements:**

- This position often has slow times, at which you are welcome to bring an activity (book, crossword, etc.) that can help pass the time.
- This role does not include much animal interaction.

**Commitment (Dates/Times):**

- Shifts available Monday through Friday from 10:30am-12:30 PM.