



**Title:** Follow-Up Caller

**Department:** Community Engagement

**Reports to:** Director of Community Engagement & Volunteer Manager

**Updated on:** 4/5/16

**Status:** Unpaid Volunteer

**Hours:** TBD

**Brief Description:**

This is a customer service position contacting adopters. Volunteers performing this task need to be very comfortable talking to people on the phone. This rewarding position allows the Tulsa SPCA to get feedback about how animals are doing in their new homes, and how we can improve the adoption process. Adopters may ask questions that are beyond the caller's knowledge base, these volunteers need to be comfortable saying – "give me a moment to connect you with a staff member who can better assist you."

**Purpose:**

- Meet Mission & Vision of Tulsa SPCA.
- Comply with all Tulsa SPCA policies and procedures, including a high standard of dependability for promptness and attendance.
- To start a dialogue with adopters about the processes, their new family member, and any other concerns that may need to be addressed.
- Overall – Let the adopter know we care and mitigate any potential problems.

**Qualifications:**

- At least 18 years old
- Must exhibit strong interpersonal and customer service skills; along with excellent verbal and written communication skills.
- Must exhibit strong skills of attention to detail, and task orientation.
- Flexible and adaptable to fast paced environments, and stressful situations.
- Multi-task and self-starter, ability to learn quickly.
- Must remain professional, calm, polite, friendly and empathic at all times; even during stressful situations.
- Must complete either Dog 101 or Cat 101