



**Title:** Intern

**Department:** Community Engagement

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

**Updated on:** 3/16/16

**Status:** Unpaid intern

**Hours:** TBD

**Brief Description:**

Reports to the Director of Community Engagement & Volunteer Manager. Responsible for assisting staff members with daily shelter activities. Participate in community events, including the Satellite Adoption Center, Mobile Adoption Center, and other events as needed. In this position the intern will gain valuable experience in the animal rescue industry, event planning, and volunteer management.

**Responsibilities:**

- Meet Mission & Vision of Tulsa SPCA.
- Comply with all Tulsa SPCA policies and procedures, including a high standard of dependability for promptness and attendance.
- Provide each guest with the best possible customer service.
- Open and close reception area each day as needed.
- Actively engage members of the public when they arrive on-site or call, connect them with appropriate staff based on their needs.
- Check phone messages; return calls or transfer to appropriate staff member.
- Check email messages; reply or transfer to appropriate staff member.
- Answer basic operational inquiries: hours of operation, directions to shelter, shot clinic information, Tulsa SPCA event schedules, and lost pet inquiries.
- Assist Adoption department as time permits.
- Assist Volunteer department with Community Service program: paperwork and signing in new workers.
- Assist with daily volunteer management tasks.
- Assist with event planning and execution.
- May assist with mailings and sorting of various paperwork.
- Contribute to the success of the Tulsa SPCA by identifying and assisting with opportunities to improve successful outcomes.
- Take initiative to remain busy, seeking additional work during slow periods.
- Assist other departments with any other duties and responsibilities as assigned by Director of Operations, Executive Director, or Director of Community Engagement.

**Qualifications:**

- Must exhibit strong interpersonal and customer service skills; along with excellent verbal and written communication skills.
- Must exhibit strong skills of organization, decision making, attention to detail, and task orientation.

- Experience and knowledgeable with Windows based PC's, including general office software required. Capable of learning new database systems. Use of copy and fax machine.
- Be proficient in use of a multi-line phone system.
- Availability to work varied shifts and extended hours as required.
- 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.
- Fluent in Spanish a plus; but not a requirement.

**Working Environment:**

- Volunteer will work inside in an office setting; minimal outside work.
- Exposure to odors, wet, humid, and dusty conditions, and airborne particles, fur, hair, animal waste, and various cleaning chemicals and supplies.
- May be exposed to sick, injured, and vicious animals.
- Ability to bend, walk, reach, push, pull, and sit for extended periods of time. Ability to hear, talk, and use hand dexterity, specific vision abilities required to include close vision and ability to adjust focus.
- May use various cleaning supplies.