



**Job Title:** Pet Store Engagement Volunteer

**Position Type:**  
Volunteer

**Compensation:**  
Unpaid Position

**No. of Positions:**  
Multiple

**Commitment:**  
Minimum 1 year

**Location:**  
Durham Region

The Animal Guardian Society volunteers are the most valued assets of our charity. They are essential participants with a shared responsibility in fulfilling our mission. Every volunteer is responsible for adhering to practices that are in accordance with applicable laws and to a code of ethics that reflect the highest standards of individual behaviour. Our organizational structure encourages volunteer involvement, open communication, teamwork and cooperation.

**Our Mission:** *It is our mission to provide rehoming and medical care to displaced companion animals and to support the community in the areas of humane education, behaviour counselling, the promotion of responsible pet ownership and meeting the needs of animals.*

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### Job Description:

In this role you will provide exceptional customer experience within the pet store environment. It is the first impression a majority of the public has of the TAGS brand and mission. Professional representation should be your top priority. The time commitment for this position is about 4 hours a week but can vary on a week to week basis. A clear understanding of the TAGS vision statement, adoption process and the animals within our care at a given time is critical if you want to succeed within this role. The ability to showcase what TAGS is all about and get people excited about the work we do for the animal welfare community, will be a shared goal that all our volunteers within this role should possess.

### Responsibilities:

- Showcasing some of the dogs/cats in our foster program
- Interact with the public and increase animal welfare awareness
- Evaluate prospective applicants (this is the initial interaction with TAGS – feedback to the adoption committee is encouraged)
- Educate the public about our program and adoption process (info below) – promote TAGS!
- Shifts are 3 ½ hours long (from 1pm to 3:30pm)
- Full training will be provided within the first few 2-hour shifts reserved for job shadowing
- Set up of material is done before the shift starts (10-15 minutes)
- Shifts are booked 1-2 times per month
- Volunteers should access the bio's for animals they will be featuring during their shifts.
- Volunteers are expected to check the website, to see who is still on the site, who is new and print off any recent/new dogs/cats and make changes accordingly
- Volunteers should access the evaluations that the Fosters fill out on their dogs. These give us more information on the dogs/cats, and they help us gauge the most appropriate matches when setting up Meet & Greets.

### Qualifications:

- Clean police record check
- Provide 1 year commitment
- Advocate for animal welfare and protection
- Able and willing to drive to the assigned pet store for at least 3 - 4 hours
- Team player
- Proficient in Zoom, Email, and Google Docs is mandatory
- Problem solving
- Customer service background
- Excellent social skills

**\*\*\* We want to thank you for your interest in our organization. We are 100% volunteer\*\*\* based and could take up to 2 weeks to review your application and get back to you.**

If this position interests you, please complete a [volunteer application form](#) and forward your resume to [tagsexecutive@yahoo.ca](mailto:tagsexecutive@yahoo.ca). We appreciate your interest in volunteering with us, however, only those applicants selected for interviews will be contacted.