



## VOLUNTEER JOB POSTING

**POSTING DATE:** 10/19/2020

**LOCATION:** Lipsey Clinic inside the SPCA

**END DATE:** Until filled

**POSITION AND DEPARTMENT:** Clerical, Lipsey Clinic

**COMMITMENT:** Same day/time each week

### JOB DESCRIPTION

Love meeting people's pets? This is the volunteer position for you! This volunteer helps with clerical work in the Lipsey Clinic, including but not limited to, answering phones, recording messages, making veterinary appointments, operating a photocopier and scanner, sorting and attaching files to patient records.

### Principle Duties and Responsibilities

- Recording voicemail messages
- Communicate with clinic staff about needs of over-the-phone patients
- Review and prepare paperwork for upcoming appointments
- Sort, attach and file paperwork with patient records
- Set appointments following clinic guidelines
- Commitment to mission, values, goals, and success of the SPCA Serving Erie County.

### Requirements

- Experience in medical/veterinary office or appointment setting
- Knowledge of multi-line phone systems
- Ability to multi-task in fast-paced setting
- Exceptional kindness to all animals, guests, volunteers, and staff per our core mission.
- Willingness to work with and respectfully communicate with all staff and volunteers.

### How to Apply

No phone calls please. Please email Shauna, the Lipsey Clinic Manager at [shaunag@yoursPCA.org](mailto:shaunag@yoursPCA.org)

Updated 10/19/20 SG