

VOLUNTEER POSITION DESCRIPTION COMPANION PARROTS RE-HOMED

Position Title: On-Site Visitor Service Representative

Purpose: The position of Visitor Service Representative is to act as a back up to the store employee, assisting visitors and potential adopters at Parrot University and to monitor on-site birds.

Location: Parrot University, Pineville

Key Responsibilities:

- Welcome and greet visitors as they enter Parrot University
- Provide information about Parrot University and Companion Parrots Re-homed to new visitors
- Conduct tour of facility for new visitors
- Ensure there is a guardian with all children and discuss with guardian importance of supervising children at all times
- Monitor visitors who get too close to birds, informing them of the risk of being bitten
- Provide information regarding adoption procedures
- Answer telephone when store employee is busy, always using the greeting "Thank you for calling Parrot University" and taking messages when necessary
- Provide information to visitors regarding birds for adoption
- Monitor birds to ensure visitors are not causing undue stress
- Wipe up spots of bird defecation on floor
- Ensure the areas around bird's cages are clean and free of debris
- Answer questions regarding products for birds
- Monitor bird's location at all time when cage is open
- Monitor birds for signs of illness and report to store employee
- Register visitors who wish to sign up for classes
- Assist store employee with tasks as requested

Responsible to: Parrot University Employee on Duty

Time Commitment: Two, 2-3 hour shifts, 2 days or more per month, primarily weekends

Qualifications:

- Attendance of the following classes at Parrot University: 'Parrot 101' and 'Avian Health & Medicine' are required. Attendance of additional educational offerings at Parrot University preferred.
- Pleasant manner and a desire to work with the public
- Prior experience owning a parrot or being the caregiver of a parrot preferred

Dress Code: CPR shirt preferred