

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.

Responsible to: Parrot University Employee on Duty

Dress Code: CPR shirt and name tag preferred

Responsibilities:

- Welcome and greet visitors as they enter Parrot University
- Provide information about Parrot University and Companion Parrots Re-homed to new visitors.
- Warn first time visitors about not putting fingers into cages and staying clear of any birds that are out of their cages.
- Conduct tour of facility for new visitors if requested
- Ensure there is always a guardian with all children and discuss with guardian importance of supervising children. Unsupervised children are not permitted in the store.
- 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. Suggested greeting: "Parrot University, this is (first name)" and taking messages when necessary
- Provide information to visitors regarding birds currently in the store. You will also be provided a link to the bird bios document. Many of the birds are in the latter stages of the adoption process (the store employee will know which ones).
- 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 birds for signs of illness and report to store employee
- Visitors who wish to sign up for classes can do so on the CPR website.
- Assist store employee with tasks as requested
- As time permits, interact, and socialize the birds
- Log hours on spreadsheet on volunteer PC in the back of Parrot U.
- No animals are allowed in Parrot U except for service dogs.
- All visitors must be masked.
- No non-CPR birds are allowed in Parrot U (exception: birds being brought in for boarding)