

## Title of Role: Meet Your Match (MYM)

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**Purpose of Role:** Welcome visitors as they arrive, answer questions and assist in the delivery of the Meet Your Match survey, as an assist to possible adoption.

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### Qualifications:

- Must be over the age of 18 and able to lift 15 pounds
  - Displaying a friendly and welcoming attitude is necessary
  - Experience & confidence in client services i.e. greeting and interacting, public relations, and/or public speaking
  - Be able to score MYM surveys and explain the program to adopters, once trained
  - Be able to work along with minimum supervision, once trained
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### Time Commitment:

- Minimum 1-year commitment to one shift a week for 2- to 3-hour shift
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### Primary Tasks/ Responsibilities:

- Greeting, welcoming, and saying goodbye to visitors
  - Representing WECHS in a professional and friendly manner
  - Providing information about WECHS, the Meet Your Match program, and scoring MYM Surveys
  - Providing basic support to Adoption Councillors, when required
  - Assisting with keeping the adoption area clean and tidy, when traffic is slow
  - Signing in/out of shifts, adhering to shelter protocols, and maintaining a consistent attendance record
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### Recruitment/ Selection:

- As per WECHS volunteer selection practices, volunteers must complete:
    - WECHS Volunteer Application Form
    - Undergo an interview
    - When selected, complete a Criminal Record Check
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### Orientation and Training:

- General Volunteer Orientation
  - Buddy Shift(s) – hand's on training, practice and application of in-class training session
  - Multiple Choice Testing with a grade of 90% or greater
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**Dress Code:** Closed-toed shoes, casual business attire  
Volunteer must wear an ID badge at all times

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**Supervision:** Shelter Managers  
Volunteer Coordinator

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**Location:** Onsite

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*Recommended that program descriptions be reviewed annually and updated as necessary – cross reference and update job description, based on changes.*