



YourSPCA.org || 300 Harlem Road
716.875.7360 || West Seneca, NY 14224

VOLUNTEER JOB POSTING

POSTING DATE: 6/29/2018

POSITION AND DEPARTMENT: Dispatcher, Investigations

LOCATION: SPCA

COMMITMENT: High, same day and time each week

END DATE: Until filled

JOB DESCRIPTION

The volunteer dispatcher assists the rescue agents by taking calls and fielding them to the agents on duty.

Principle Duties and Responsibilities

- Answer calls pertaining to emergencies involving domestic animals and cruelty complaints.
- Dispatch calls to the agent on duty.
- Document call number, location, and time at each response.
- Commitment to mission, values, goals, and success of the SPCA Serving Erie County.

Requirements

- Desire to volunteer after normal business hours, including Monday – Friday from 4:30 p.m. to midnight and Saturday and Sunday between 8 a.m. and midnight.
- Dispatch experience preferred but not required.
- Proficient phone and computer skills a must.
- Outstanding customer service skills.
- Willingness to work with staff and volunteers.

How to Apply

No phone calls, please. Send an email to Chief Investigator Officer Kandefer at akandefer@yoursPCA.org.