



**CAROLINA TIGER  
RESCUE**

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## POSITION DESCRIPTION

Position Title: Gift Shop/Office Volunteer

Reports To: Gift Shop Manager

Volunteer Coordinator

### Position Summary and Requirements

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Gift Shop and Office Volunteers are responsible for assisting our Gift Shop Manager checking in, tagging, and organizing gift shop merchandise, as well as for assisting with maintaining the cleanliness and presentation of the gift shop. Other duties may include filing, data entry, copying, shredding of documents and other clerical duties as assigned. Volunteers may also occasionally assist customers in the gift shop as well. Utilizing excellent customer service, organizational, and data entry skills, Gift Shop and Office Volunteers play a critical role in maintaining a functional workspace.

- Must be at least 16 years of age
- Must have a reliable means of transportation
- Must be able to commit to at least two shifts per month
- Data entry and retail experience is not mandatory, but is preferred. (If you do not have any experience in this area, you must possess the willingness to learn this skill)
- Must be able to commit to volunteer for at least 12 consecutive months

### Essential Position Functions

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- Ability to work independently is a must.
- Must be capable of taking direction well and pay careful attention to procedures and established protocols.
- Must be able to follow instructions and carry out given responsibilities in a safe and careful manner. This is vital to working safely around large and dangerous carnivores while avoiding injuring yourself, other team members, visitors, or the animals.
- Must be able to adjust to changes in daily routines.
- Deliver extraordinary customer service to all CTR guests

### Competencies

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- Customer Service – Listening and understanding the customer and making the customer's satisfaction a high priority in all areas of responsibility.
- Teamwork – Supporting, facilitating, and participating in activities that promote team effectiveness. Demonstrating sensitivity for the feelings and needs of team members and supporting team goals.

- Communication – Effectively expressing ideas verbally and non-verbally and actively listening to individuals and groups.
- Safety - Strictly follow safety procedures and established protocols.



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### Typical Physical Requirements

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- Lifting up to 20 lbs.
- Occasional close proximity exposure to various plants and animals in a central North Carolina climate
- Occasional exposure to marked changes in temperature and humidity