

Are you a customer service guru with an unending love for helping rescue animals? Do you find energy in sharing stories and connecting people and animals? If so, we have the perfect volunteer opportunity for you!

We are looking for service-oriented Cottage Welcome Representatives to join our volunteer family! These volunteers will be the “face” of HEA for guests checking into our Sanctuary Cottages.

**Objective:** Provide a warm welcome and great experience for guests checking into our cottages.

**Responsibilities include:**

- Prepare cottages for guest use including, but not limited to:
  - Stocking cottage(s) with appropriate supplies and informational materials
  - Ensuring the cottage is clean, beds are made, etc.
  - Ensuring that a crate is available and clean for the animal(s)
- Conduct appropriate animal-related preparations to include:
  - Basic grooming, when applicable
  - Assembling overnight bags for the animal(s)
- Follow the outlined check-in process, including:
  - Meeting guests at cottages
  - Providing guests with keys and welcome materials
  - Introducing guests to the animal and answering questions
- Launder all linens for the cottages

**Requirements:**

- Experience and comfort interacting with cats and/or dogs of varying temperament and size; OR has the desire, confidence, and patience to learn these skills
- Communicates well and collaborates effectively with others
- Well-versed in customer service
- Highly detail oriented
- Has some flexibility in schedule

**Reports to:** HEA's Sanctuary Staff

**Time Commitment:** Each overnight stay will require approximately 2-3 hours. Number of overnight stays in any given timeframe will vary.

If you are interested in filling this role, please email Sarah at [volunteer@heanokill.org](mailto:volunteer@heanokill.org)  
Please include a brief letter telling us why you'd be a great fit for this role.