

# Appendix B: Volunteer Job Descriptions

The following is set forth to help prospective volunteers to match their skills and abilities to those of the volunteer positions. General duties of the positions are described along with the skills required and other positions that one may expect to work with closely. There is also an approximate time commitment listed.

## Board of Directors

### 1. President:

#### General Duties:

- Preside over monthly membership and board meetings.
- Present annual report of the work of the organization at the annual meeting of the organization.
- After consulting with the BOD, shall create all committees temporary or permanent.
- Shall see that all books, reports and certificates required by law are properly kept and filed.
- Shall be one of the officers who may sign the checks or drafts of the organization.
- Shall participate in media events, fundraisers and community events representing WAGS.
- Shall be informed of any incident regarding a visiting WAGS Ambassador team.
- Responsible for notifying any WAGS member if their membership is to be terminated.
- Shall generate meeting agendas.
- Will notify the board and designate appropriate proxy to present any reports should she/he be unable to attend a meeting.
- Notifies membership chair, treasurer, social secretary and WAGS evaluation scheduler in the event of a death of any member of a WAGS Ambassador team.

#### Skills Required:

- Public speaking ability
- Organization
- Computer skills
- Access/use of email
- Problem solving
- Reliable
- Dependable
- Consistent
- Knowledge of meeting protocol (Robert's Rules)

#### Works with:

- All positions
- BOD
- Membership
- Public

**Time Commitment: approximately 10-15 hours per week**

### 2. 1<sup>st</sup> Vice President Elect:

#### General Duties:

- Shall attend monthly board meetings.
- Shall preside over membership meetings in the absence of the president.
- Shall participate in media events, fundraisers and community events representing WAGS.
- Shall be one of the officers who may sign the checks or drafts of the organization.

- Will be responsible for/coordinating planning of the Annual Volunteer Recognition Banquet.
- Serves on the NEON Committee
- Responsible for/coordinating/gathering of volunteer hours from WAGS Ambassador teams and other volunteer hours collected in NEON by the NEON Volunteer Coordinator
- Distributing the NEON Reports of all volunteer hours to President and Secretary.
- Will fulfill the duties of the President should President resign, become incapacitated or removed.
- Shall assume the office of the President at the end of the one-year term as 1<sup>st</sup> Vice President Elect.
- Shall be able to review NEON data from Membership, Facility, Team Hours and WAGS Website.

**Skills Required:**

- Public Speaking ability
- Organization
- Ability to coordinate
- Access/use of email
- Excel spread sheet
- Event planning ability for banquet
- Reliable
- Dependable
- Consistent

**Works with:**

- All Positions
- BOD
- Membership
- Public
- Membership Chair
- NEON Committee

**Time Commitment: 5-10 hours per month**

**3. 2<sup>nd</sup> Vice President:**

**General Duties:**

- Shall attend monthly scheduled board meetings
- Shall participate in media events, fundraiser and community events representing WAGS.
- Responsible for planning education seminars conducted from time to time at the monthly membership meetings.
- Shall plan and/or coordinate special events such as picnics, holiday party, etc.
- Shall be one of the officers who may sign the checks or drafts of the organization.
- Will fulfill the duties of the 1<sup>st</sup> Vice President Elect if the 1<sup>st</sup> Vice President Elect should resign, become incapacitated or be removed.
- Support the Special Events Coordinator
- In unable to attend a meeting shall notify the board and designate appropriate proxy to present any reports

**Skills Required:**

- Organization
- Ability to coordinate special events
- Access/use of email
- Newsletter editor
- Reliable
- Dependable
- Consistent

**Works with:**

- All positions
- BOD
- Membership
- Public

**Time Commitment: 2-3 hours per month**

4. Secretary:

General Duties:

- Shall attend monthly board meetings.
- Will take minutes of the monthly board /membership meetings.
- Will be responsible for emailing minutes to the BOD.
- Shall be one of the officers who may sign checks and drafts of the organization.
- Shall provide several copies of the minutes of previous months' membership meeting and the board meeting when applicable and read the correspondence at the monthly meetings.
- In unable to attend a meeting shall notify the board and designate appropriate proxy to present any reports.

Skills Required:

- Excellent written communication
- Organization
- Ability to take minutes / laptop, tablet, etc. to take efficient notes at meetings
- Access/use of email
- Reliable
- Dependable
- Consistent
- Efficient listening skills
- Integration of information
- Editing abilities
- Understanding of meeting protocol

Works with:

- BOD
- Membership
- Newsletter editor

**Time Commitment: 4 hours per month**

5. Treasurer:

General Duties:

- Shall attend monthly board and membership meetings.
- Responsible for balancing the WAGS checkbook.
- Shall have the care and custody of all monies belonging to WAGS and shall be solely responsible for such monies or securities of WAGS
- Shall be responsible for depositing in a regular business bank or trust company any monies belonging to WAGS.
- Must be one of the officers who shall sign checks and drafts of the organization.
- Shall render at stated periods, as determined by the BOD, a written account of the finances of WAGS.
- Shall exercise all duties incident to the office of Treasurer.
- Shall serve a two (2) year term and may serve consecutive terms.
- Shall provide financial report of income, expenses and current balance and shall have an itemized copy of the same available for inspection at each monthly meeting.
- Will cooperate with audits per WAGS designated CPA.
- Shall be responsible for scheduled payments and filings of things such as but not limited to: KY Secretary of State Annual Report, KY Sales and Use Tax, P.O. Box, annually, monthly phone, etc.
- If unable to attend a meeting shall notify the board and designate appropriate proxy to present any reports.

- Send out letters/thank you notes for donations
- Enters fees and updates membership accounts in NEON
- Enters donations in NEON
- Backs up Membership entries in Neon
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**Skills Required:**

- Able to learn NEON software program
- Excellent organization
- Excellent math skills
- Excel spread sheets
- Quickbooks
- Access/use of email
- Reliable
- Dependable
- Consistent
- Trustworthy

**Works with:**

- All positions
- BOD
- Membership
- State
- Public
- NEON Committee

**Time Commitment: 13-15 hours per month**

**6. Member-at-large:**

**General Duties:**

- Shall attend monthly board meetings
- Shall be appointed by the board for two (2) year terms
- Shall assist other officers and committee chairs as needed
- If unable to attend a meeting shall notify the board and designate appropriate proxy to present any reports.
- Takes office nominations in September
- Coordinates the yearly elections in November

**Skills Required:**

- Good communication skills
- Access/use of email
- Reliable
- Dependable
- Consistent
- Use of Google forms

**Works with:**

- BOD
- Committee Chairs
- Membership

**Time Commitment: 2-3 hours per month**

**Committees/Chair Positions**

**7. Booth Worker:**

**General Duties:**

- Attend special event where WAGS booth is located
- Man the booth with WAGS information, supplied by Special Events Coordinator
- Answer questions from booth attendees

Skills Required:

- Personable
- Approachable
- Friendly
- Good verbal communication skills
- Reliable
- Dependable

Works with:

- Public
- WAGS members
- Special Events Coordinators

**Time Commitment: 1-2 hours per time**

8. Buddy:

General Duties:

- Guide new members through the WAGS process of becoming an Ambassador Team(initial meet and greet through their mentored visit) and beyond if asked
- Meet and greet prospective members at Buddy table
- Gather and Exchange contact information
- Answer all questions concerning the WAGS process
- Guide new members through the process
- May or may not attend the different classes, with their buddy; so the orientation, 101 and evaluation are left to their discretion.
- Communicate through email before and after each step (congratulate or encourage)

Skills Required:

- Access/use of email
- Reliable
- Dependable
- Efficient listening skills
- Personable
- Approachable
- Friendly
- Good verbal and written communication skills

Works with:

- Membership
- Lead Buddy

**Time Commitment: 6-8 hours per year**

9. Lead Buddy:

General Duties:

- Email buddy packet (13 documents) to each monthly buddy 20-30 days' prior (in zip file).
- Email a reminder to Buddy of the Month 5-7 days prior to meeting
- Record contact information of new members after you get the sign in sheet from Orientation.
- Coordinate and schedule annual buddy meeting. Normally held after November meeting. Call church to reserve a meeting room.
- Provide food using a \$100 budget
- Draw up Certificate of Appreciation for the WAGS Buddy of the month of current year.
- Solicit 11 members annually for buddy of the month for the following year

Skills Required:

- Organization
- Access/use of email

- Problem solving
- Reliable
- Dependable
- Consistent
- Efficient listening skills
- Personable
- Approachable
- Friendly
- Good written and verbal communication skills

Works with:

- President
- BOD
- Lead Evaluator
- Orientation Chair
- Wags 101 Chair
- Volunteer Chair
- Membership Chair
- Treasurer
- Monthly buddy
- Membership

**Time Commitment: 15-20 hours per month**

#### 10. Continuing Education Coordinator:

General Duties:

- Shall coordinate educational programs after the regular monthly meetings that should last approximately 30 minutes. (i.e. guest speakers on animal or therapy related topics, teaching tricks, playing games, or training sessions working on basic skills)
- Shall record continuing education sessions and post them for membership review if the speaker allows.

Skills Required:

- Organized
- Outgoing to pursue educational opportunities for membership

Works with:

- Lead Evaluator
- Membership
- Public
- BOD

**Time Commitment: 20 hours per year**

#### 11. Evaluator Coordinator/Lead Evaluator:

General Duties:

- Shall attend monthly board meetings as representative for Evaluators.
- Plan/organize annual meeting of Evaluators and Skilled Assistants to set schedule for Ambassador evaluations/testing; continuing education skill building for Ambassador teams, etc.
- Reports to BOD status of Ambassador Teams passing, NR, or otherwise, as well as Mentored Visits and ER.
- Assist in mediating/resolving visitation incidents per WAGS bylaws.
- If unable to attend a meeting shall notify the board and designate appropriate proxy to present any reports.
- Keep committee reports each month to turn into the Board. Send out to the evaluator committee ahead of time for review.

- Schedule evaluator meetings as needed. With one specifically before the end of the year to firm up the next year's schedule.
- Work on the schedule to be presented for the next year.
- Prepare the yearly calendar with help from the Board/President
- Oversee the evaluation scheduler, WAGS 101 coordinator and Mentored Visit coordinator.
- Handle any incidents that may occur. Work with sub committees to determine outcomes.
- Schedule training for new SA.
- Schedule training for the whole committee as needed.
- Help oversee CE hands-on exercises.
- Work with the CE committee chair. When not available work within our committee to plan the CE.
- Be present at Board Meetings or appoint a proxy.
- Help set up Training for teams to visit the ICU/CCU at BHL

**Skills Required:**

- Trained as an evaluator via WAGS or Pet Partners
- Knowledge of animal (dogs, cats, pocket pets, rabbits, etc.) behaviors; calming signals, signs of stress, etc.
- Communication, written and verbal
- Interpersonal skills
- Access/use of email
- Reliable
- Dependable
- Nonjudgmental
- Consistent
- Comfortable speaking with groups (Teaching WAGS 101)

**Works with:**

- BOD
- Evaluators
- Skilled Assistants
- Ambassador Teams
- Membership

**Time Commitment: 1-5 hours/week**

**12. Evaluation Day Food/Set Up:**

**General Duties:**

- Check with evaluation/test day schedule approximately three (3) days prior to the test date to determine how many rooms will be used for pet testing
- Order or prepare lunch and drinks for all volunteers who help with pet testing
- Check with hospitality chair to determine if there are enough paper products to serve lunch
  - Purchase products if needed
- Submit receipts for all purchases to the Treasurer for reimbursement
- Clean up kitchen area and eating area

**Skills Required:**

- Food preparation
- Ability to purchase/prepare and transport food to testing site
- Dependable
- Reliable
- Organized
- Conscious of possible food restrictions (i.e. vegetarian, vegan)

**Works with:**

- Evaluators
- Volunteers

- Test day scheduler
- Possible food vendors (i.e. Subway, pizza shop, etc.)

**Time commitment: 3 hours per event (6 times/year)**

### 13. Evaluation Day Registration Table

General Duties:

- Get folders containing test packets and all forms from the Evaluation Day Scheduler
- Prior to the Evaluation:
  - Have handler sign team screening log upon arrival
    - If children are evaluating between the ages of 12-16, verify their age and have the Parent/Legal Guardian sign the WAGS pet therapy of KY, Inc., release form.
  - Check contents of packet to make sure all sections are in packet and completed
  - Verify actual rabies certificate included
  - Verify payment information is documented in the file showing dollar amount and check # or credit card info
  - After the evaluation is returned by evaluators:
  - Verify handler signed the back page of the test results
  - Verify the evaluators/skilled assistants signed the back page of test and included their ID #
  - Verify that the evaluators circled all level numbers and identified score level of Ambassador team
  - Give Ambassador team 5 different handouts about the Mentored Visit and how to get started after the mentored visit. These papers are provided by the Evaluation Day Scheduler
  - Review the Congratulation Letter with the handler – Letter serves as proof that the Team has passed the first part of the Evaluation and that the letter must be presented to the Mentor at the Mentored visit. When the team passes the Mentored visit, the letter is proof that the team is allowed to make visits.
  - Review with the handler the list of facilities available for mentored visits
  - Review the list of the WAGS bag requirements
  - Review the list of behaviors and actions that the Mentor will be looking for during the mentored visit.
  - Review the Certificate of Congratulations on completing the first step toward evaluation. (This is different than the letter)
- Try to keep the area quiet during evaluations

Skills Required:

- Organized
- Attention to detail
- Understanding of materials needed in evaluation packet
- Understanding of Mentored Visit process and next steps for new Ambassador teams to take

Works with:

- WAGS members/Ambassador teams
- Evaluators
- Skilled Assistants
- Facility Coordinator

**Time Commitment: 3-4 hours per event (4 times per year)**

### 14. Evaluators:

General Duties:

- Conduct WAGS Ambassador evaluations
- Function as Evaluator and/or Skilled Assistant in evaluation/tests



- Participate in continuing education skill building for Ambassador teams
- Mentor Skilled Assistants
- Shall attend evaluator meetings.
- Shall participate in WAGS Ambassador Evaluations.
- Shall teach WAGS 101.
- Shall be available to answer members' questions about the WAGS Ambassador Evaluation.
- Will investigate facility incidents as needed.
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**Skills Required:**

- Trained as an evaluator via WAGS or Pet Partners
- Knowledge of animal (dogs, cats, pocket pets, rabbits, etc.) behaviors; calming signals, signs of stress, etc.
- Communication, written and verbal
- Interpersonal skills
- Access/use of email
- Reliable
- Dependable
- Consistent
- Comfortable speaking with groups (Teaching WAGS 101)
- Intervening in any incidents during membership meetings

**Works with:**

- Ambassador teams
- Skilled Assistants
- Evaluation Day Volunteers
- WAGS 101 attendees
- Membership

**Time commitment: minimum of 10-20 hours per year**

**15. Skilled Assistants:**

**General Duties:**

- Conduct WAGS Ambassador evaluations
- Conduct hands on part of evaluation/tests
- Participate in continuing education skill building for Ambassador teams
- Plan/coordinate continuing education skills building for membership

**Skills Required:**

- Trained as Skilled Assistant through WAGS
- Knowledge of animal (dogs, cats, pocket pets, rabbits, etc.) behaviors; calming signals, signs of stress, etc.
- Communication, written and verbal
- Interpersonal skills
- Access/use of email
- Reliable
- Dependable
- Consistent
- Comfortable speaking with groups (Teaching WAGS 101)

**Works with:**

- Ambassador teams
- Evaluators
- Evaluation Day Volunteers
- WAGS 101 attendees
- Membership

**Time Commitment: minimum of 5 hours/month**

## 16. Evaluation Scheduler:

### General Duties:

- Extremely important and vital for a smooth operation of scheduling pet evaluation/testing on test day.
- Introduce yourself at the membership meetings so that people know who you are
- Maintain strict boundaries on the paperwork which must be received by you at least ten (10) days prior to test date and a maximum of thirty (30) days prior to the test date
- Review packet/paperwork for completeness
- Responsible for notifying team members when they are up for renewal, reviewing paperwork, providing completed paperwork to lead evaluator if team will be completing Express Renewal or scheduling renewal test and following through with paperwork after either ER or test for new badges to be completed
- Maintain a current copy of membership roster
- Maintains copies of all forms necessary and creates test packets for Evaluators/Skilled Assistants with handler questionnaire, veterinarian screening, etc.

### Skills Required:

- Attention to detail
- Access/use of email
- Computer use/skills
- Excel Spread sheets
- Use of phone
- Organized
- Dependable
- Reliable
- Accessible

### Works with:

- Membership Roster Chair
- Evaluation Day Registration Table
- Ambassador teams to be testing, renewing
- Evaluators
- Skilled Assistants
- Evaluation day food set up members

**Time commitment: 3-6 hours per month**

## 17. Evaluation Day Volunteer Organizer:

### General Duties:

- Get volunteers to sign up during Orientation or WAGS 101
- These sign up sheets are scanned and passed to the Organizer if Organizer is not at orientation or 101.
- Contact the Evaluation Day Scheduler about ten (10) days before the testing date to find out how many people are signed up to test so you know about how long the testing day will be.
  - Volunteers need to know how long they will be expected to stay and help
- You will also need to know if there will be one room or two for testing.
- Each room needs at least three (3) volunteers in the room to help with testing.
- About a week (8-9 days) before the pet testing day, start calling the volunteers who have signed up to help on pet evaluation/testing day. It sometimes takes 2-3 tries before reaching them
- Once the Organizer has the number of volunteers, an email is sent to the Evaluation Day Food set up team to let them know how many volunteers there will be so there is enough food. An email is also sent to Lead Evaluator noting the number of volunteers that will be helping.

- There is not a limit to the number of volunteers that can help. A place is always found for them. Email should be sent to Lead Evaluator so that jobs can be prepared ahead of time.
- Check to make sure every volunteer is a member; ONLY members may help on pet testing day
- When asking if the person is still able to volunteer to help, tell them:
  - To be there by 11:30 am
  - They cannot bring their own pet that day to the evaluations
  - They will need to help set up the testing area
  - They will be instructed by the evaluators and skilled assistants in the parts they will play
  - After testing they will help put everything away
  - The expected length of time they will be required to be there
  - They will be provided with a lunch before the pet testing begins while they are being trained on their parts
- Be sure to make notes as you speak to volunteers as to whether they can or cannot still help, or if they want to help next time, or if they are no longer interested
- If you do not have enough volunteers who have signed up to help on pet testing day you will need to call other members to help
- Make badges for each person who is going to help on pet testing day. They will be available for pick up on the registration table.
- After the pet testing day, send an email or call the members who helped and thank them for their time and helpfulness. If any of them did extra help, mention that in your contact with that person
- File the sheet with the list of who signed up to help with pet testing day ; with your notes about who ended up actually helping in the folder. Be sure you have a date on the sheet to keep the sheets in order.
- Notify Lead Buddy of the names of the volunteers that actually helped with evaluations.
- After evaluations are finished, get the badges back so they can be used again.

**Skills Required:**

- Organized
- Friendly
- Access to phone use
- Time management
- People person
- Dependable
- Reliable

**Works with:**

- WAGS members
- Evaluators
- Skilled Assistants
- Evaluation day Scheduler

**Time Commitment: 1-2 hours every 4 months**

**18. Evaluation Day Volunteer:**

**General Duties:**

- Sign up to volunteer in helping with Ambassador testing
- Role play parts as trained prior to testing

**Skills Required:**

- Ability to listen closely and follow directions
- Pay attention to cues from Skilled Assistants/Evaluators
- Willingness to help
- Ability to be quiet for long periods of time

**Works with:**

- Ambassador teams testing
- Skilled Assistants/Evaluators
- Evaluation Day Volunteer Organizer

**Time Commitment: 5-6 hours per event (6 times per year)**

19. Facility/Team Coordinator:

General Duties:

- Attend monthly membership meetings (board meetings are optional).
- Answer/send emails, answer/make phone calls to facilities and membership, and record these communications in Neon notes
- Maintain WAGS facilities location, contact information, status, level, type, screener, Team Leader and teams in NEON
- Maintain list of WAGS Ambassador team leaders.
- Maintain a list of active Facilities with the teams that visit.
- Maintain a list of inactive Facilities still needing teams.
- Enter New Facility Requesting WAGS visits in NEON (in progress/inactive)
- Communicates with all Facilities about changes in status.
- Backs up & sends data to Volunteer/Web for their Job in NEON
- Assigns WAGS Screeners to facilities that have requested WAGS visits
- Maintains and completes the Facility Visitation Agreement in Google Forms
- Recruits team leaders for new WAGS facilities and for other WAGS facilities where a Team Leader vacancy occurs and have them sign the Team Leader Agreement
- Add and remove teams in Organization relations as they change.
- Man sign-up sheets at the membership meetings, and provide the Membership Chair a list of Facility opportunities for the teams in the monthly Newsletter.
- Provide current Facilities Report from NEON to the board and keep the board informed regarding facilities-related matters.
- Assist as needed, in resolving facilities-related issues and concerns and in answering facilities related questions.
- Assist the Lead Evaluator in a Team Leader meeting when asked.

Skills Required:

- Organization
- Managing people, facilities, etc.
- Excel spread sheet
- Access/use of email
- Knowledge or willingness to learn of Neon software
- Knowledge or willingness to learn Google Forms

Works with:

- BOD
- Membership
- Team Leaders
- WAGS Facilities
- Public
- Neon Committee

**Time Commitment: 8-20 hours per week**

20. Fundraising Chair:

General Duties:

- Attend monthly board and membership meetings to report on fundraising events and initiatives.
- Provide President with fundraising report prior to meetings.
- Recruit committee members
- Develop fundraising plan for the calendar year, such as:
  - Seasonal fundraising opportunities (pics with Santa, Easter Bunny, etc.)

- Raffles and sales
- Donation Solicitation and keeping a log of these items
- Funding applications – plant sale and Selena’s
- Schedule and organize committee meetings as needed
- Assign duties and tasks to committee members on a voluntary basis
- Coordinate with the treasurer about sending letters acknowledging any donations (money, merchandise, services or other support) made through the fundraising committee’s efforts
- Promote fundraising initiatives to members and supporters via various methods (email, flyers, etc.)
- Develop and maintain any forms, flyers, notices, etc., needed for fundraising.
- Maintain a system of files and records for fundraising projects and initiatives.
- Coordinate as needed or appropriate with other committee chairs.
- Compose and furnish a monthly fundraising article for the WAGS newsletter
- Ensure that the work of all volunteers involved in fundraising is acknowledged and appreciated.
- Apply for donations from organizations when applicable (such as Grants) (to be done with Grant writer)
- Send out tax exempt letters to those who donate items for raffles (this would be done with raffle chairman)
- Keep a log of money raised at an event (Treasurer also does this as well as event chairman)
- (in the future) Setup a database of individual’s donations to WAGS
- (in the future) Send out solicitation letters asking for monetary donations to WAGS
- Writing grants
- Check WAGS P.O. Box for mail as often as possible (at least weekly)
- Determine proper distribution of other correspondence and handle according  
*Please note that this job of checking the PO Box and distributing mail rotates according to who lives closest to the post office which is currently in Anchorage.*

**Skills Required:**

- Organization
- Creative Thinking and problem solving
- Interpersonal skills – outgoing personality
- Managing people, facilities, etc.
- Excel spread sheet
- Access/use of email
- Reliable
- Dependable
- Consistent

**Works with:**

- Membership
- BOD / Treasurer
- Special Events Chair person
- Public

**Time commitment: varies from 1-10 hours per week/month**

**21. Greeter for meetings:**

**General Duties:**

- Attends monthly membership meetings
- Obtains sign-in sheets from membership chair for active members and place in 3 ringed binder
- Place Guest sign-in sheet on a clipboard
- Place roll of pink ribbon and binder stating purpose of pink ribbon on sign-in table

- Distribute new name tags to new members from previous months as they sign in
- Have blank name tags available for guests and members who forgot theirs
- Have several ink pens available

Skills Required:

- Friendly
- Dependable
- Reliable
- Approachable
- Able to give directions to others
- Answer questions

Works with:

- Membership
- Guests at meetings

**Time Commitment: 1 hour/month**

22. Hospitality:

General Duties:

- Purchase refreshments (bakery goods, fruit, various snacks, soft drinks, etc.) for the membership meetings
- Maintain an inventory of paper plates, cups, napkins, coffee, etc. for following month's meeting
- Set up refreshments for membership meetings
- Purchase occasional centerpiece to raffle (plants, seasonal items, etc.)
- Break down the refreshment table at conclusion of membership meeting and clean up
- Secure a substitute to purchase refreshments and set-up/clean up if unable to attend the meeting

Skills Required:

- Organization
- Ability to travel to purchase goods
- Accountability
- Reliable
- Dependable
- Punctual
- Ability to do inventory of supplies
- Mobility to break down table and clean up supplies

Works with:

- Membership
- BOD/President
- Guests

**Time commitment: 2.5 hours per month**

23. Librarian:

General Duties:

- Collect and categorize donated books
- Add each book to the master roster
- Update master roster every 4 months
- Maintain the orderliness, neatness, and attractiveness of the library cart
- Put the cart in a visible place to the membership (over by WAGS WEAR)
- Keep a sign out list on the cart
- Return of the books is on valor system, although an occasional phone call may be made to check on the status of the book
- Magazines are free for the taking
- Have library cart available to members minimum 15 minutes prior to meeting and 15 minutes after the meeting. It is located in the WAGS storage room. Is on wheels and elevator is available

- Return the cart to storage room at conclusion of meeting
- Secure a replacement should I or my husband Larry not be able to attend

Skills Required:

- Organization
- Reliability
- Dependability
- Promptness
- Willingness to read the books so suggestions can be made to members

Works with:

- Membership
- BOD
- President

**Time Commitment: 2.5 hours per month**

24. Membership Manager:

General Duties:

- Update a current WAGS roster in NEON
  - Add new members from WAGS Member Profile Worksheets received from monthly Orientation, Waggers and meeting and notify WEB of new members
- Record date of orientation from sheet of Waggers and Orientation
- Make updates/changes to personal information (address, phone, email, pet info, etc., as provided by members.
- Record receipt of signed Policies and Guidelines
- Membership email- through wagsmembership@gmail.com account
  - Update as needed when email addresses change and monthly to add new members
- WAGS Newsletter
  - Publish at least monthly newsletter to include: membership roster, Facilities open for new sign ups of teams, announcements, education articles, and reports from Neon.
  - Send special newsletter blasts as requested by committee chairs and BOD
- Follow up for membership dues (NEON sends automated reminders)
  - Send mailed notice of expired membership to delinquent members.
- Keep records of attendance
  - Maintain IPAD sign in process for meeting and CE
- Keep record of Continuing Education in NEON
- Prepare sign in sheets
- Forward invoices and bank statements to Treasurer for handling
- Prepare Contact Information Sheet for officers and committee chairs, etc.

Skills Required:

- Excellent computer skills and knowledge or willingness to learn NEON
- Excel Spreadsheets
- Organization
- Reliable
- Dependable
- Disciplined
- Prompt
- Efficient
- Access/use of email

Works with:

- BOD
- NEON Committee
- Membership
- New members

- Ambassador teams

**Time Commitment: 5-7 hours per month**

25. Orientation Coordinator:

General Duties:

- Keep all Orientation forms up-to-date
- Buy folders, copy forms and get forms in packets
- Send Member Profiles to Membership Chair
- Deposit checks from people paying for dues and joining fees and send this info to the Treasurer
- Send completed Orientation Sign In Sheet to Treasurer, Lead Buddy and Membership Chair.
- Train people to do Orientation.
- Arrange for someone to do Orientation each month.

Skills required:

- Organized
- Knows WAGS policies, procedures and general information
- Must be a WAGS member for a year
- Using an iPad with PayPal app
- Running a DVD player

Works with:

- Guests (prospective members)
- Other orientation presenters
- Membership chair
- Treasurer

**Time Commitment: 1-2 hours per month**

26. Orientation Leader:

General Duties:

- Pass the sign in sheet around during Orientation for all to sign
- Show WAGS official video (from DVD)
- Collect Member Profiles from everyone who joins
- Collect payment for dues and joining fee
- Conduct Orientation class

Skills Required:

- Organized
- Knows WAGS policies, procedures and general information
- Must be a WAGS member for a year
- Using an iPad with PayPal app
- Running a DVD player

Works with:

- Membership Chair
- Guests (prospective members)
- Treasurer

**Time Commitment: 1-2 hours per event (held 11 times per year)**

27. Photographer:

General Duties:

- Take pictures at meetings and special events.
- Post pictures on Facebook and Shutterfly to connect with our website.
- Photographer shall attend WAGS functions and take pictures.
- Photographer shall provide pictures to the Communications Chair for use on the website and in the newsletter.
- Photographer shall ensure photos of non-WAGS people are only used if permission is granted.



- Photographer shall attempt to have a substitute if he/she is unable to attend an event.

Skills Required:

- Knowledge of photography
- Mobility to move around at meetings and special events to photograph all angles
- Ability to upload photos to Facebook, Shutterfly, etc.
- Understanding of release forms for consent on photographs

Works with:

- Membership
- Special Events
- Public

**Time commitment: 2-3 hours per month**

28. Public Relations Chair:

General Duties:

- Will obtain and maintain a list of contacts in the media
  - See Press distribution list
- Will notify media contacts of upcoming events
- Will be notified by any committee of an upcoming event (i.e. fundraising events, Ambassador pet testing, monthly meetings, etc.)
- Will serve as the contact person between WAGS and any media opportunity
- Will work closely with the Fundraising Committee to develop promotion of any fundraising

Skills Required:

- Organized
- Public speaking ability
- Ability to communicate effectively both verbally and written
- Dependable
- Prompt
- Reliable

Works with:

- Public
- Media
- Fundraising Chair
- Membership

**Time Commitment: varies**

29. Social Secretary:

General Duties:

- Send appropriate cards to members who have lost a pet
- If a member loses a registered therapy dog, send a WAGS card and inform them that WAGS makes a \$25 donation to an organization of their choice in memory of their pet and that whenever they feel like making this decision to inform the Social Secretary by email or phone
  - A memorial should be sent to WAGS newsletter for inclusion
- A Sympathy card should be sent to the family in the event of the death of a WAGS member. A memorial should be sent to the WAGS newsletter for inclusion
  - In addition, a \$25 donation in memory of the deceased WAGS member will be made to the designated charity listed in the paper (Official obituary)
- A Sympathy card should be sent when WAGS is notified of the death of a WAGS member's immediate family (spouse/significant other, parent or child). A memorial should be sent to WAGS newsletter for inclusion
- In case of illness or accident of a WAGS member/animal, send a handwritten note on one of the WAGS cards with logo.

- Also, send acknowledgment notes to individuals or organizations who have made a donation to WAGS.
  - At the present time, Plantation Animal Clinic makes a \$5 donation in memory of each animal from their clinic that passes away; along with a handwritten note of condolence informing the family of the memorial donation (not the amount) with a brief explanation of what WAGS members do and that we are an all volunteer organization
  - The bookkeeper (Candace ?) sends a list of the animals and whether they are canine or feline; their owners and their addresses on the 4<sup>th</sup> or 5<sup>th</sup> of every month.
    - Notes should go out the next day with a call to Candace to thank her and tell her they are in the mail

**Skills Required:**

- Organized
- Legible handwriting/nice penmanship
- Prompt
- Dependable
- Reliable
- Ability to clearly communicate

**Works with:**

- Public
- Plantation Animal Clinic
- WAGS members

**Time Commitment: 1-2 hours per month**

**30. Special Events Coordinator:**

**General Duties:**

- Contact planners of events that WAGS will be participating in and coordinate details for volunteer involvement
- Develop a schedule for each event and make a sign up sheet to pass at member meetings
- Communicate event volunteer opportunities to members through announcements at meetings and e-mails
- Ensure that all shifts for events are covered with volunteers
- Supply event information to WAGS Public Relations Chair and to the website chair
- Call or email volunteers a reminder of event, details, and time she/he signed up
- Arrange to get all supplies from storage to the event, ensuring that everything needed is supplied. After event, re-stock supplies and return back to storage.
- Arrange to get donations or money from the sale of WAGS items to the Treasurer
- Thank volunteers for their participation in events
- Field inquiries about new events
- Answer e-mails pertaining to details, questions, and arrangement about events.

**Skills Required:**

- Organized
- Responsible
- Reliable
- Dependable
- Trustworthy
- Able to retrieve materials from storage and take to site

**Works with:**

- WAGS members
- Public
- Treasurer
- Public Relations Chair
- Website Chair

- WAGS Board

**Time commitment: 6 hours per month**

31. Team Leader:

General Duties:

- Know the name and how to reach the contact person at the facility.
- Maintain a list of team members, approved subs and give all team members a list of team members, subs, facility contact person, home/cell phone numbers and e-mail of above mentioned people.
- Know where WAGS Ambassador Teams sign in and out of the facility.
- Know the orientation standards for your facility.
- On visits where more than one team visits at the same time, the Team Leader should have the teams meet in a prearranged designated area and enter the facility together.
- End visits on time and leave as a team.
- Carry a "Procedures for Handling an Incident" and "Incident Report Form."
- Notify the facility at least 24 hours in advance of a visit cancellation.
- Request permission for a change in time or day of visitation at least 24 hours in advance.
- Request special permission for a special activity at the facility at least 24 hours in advance.
- Observe visitation of team members and help team members use good visitation handling techniques and look for signs of stress in the animal.
- Know and follow WAGS policies and guidelines for pet visitation.
- Report an incident to the facility contact person immediately and refer to "Procedures for Handling an Incident" form. Report the incident to a WAGS pet evaluator within 24 hours.
- Request a written incident form immediately from any team member involved in an incident or an unusual occurrence to be filed with a WAGS pet evaluator within 7 days.
- *Report any schedule, team members or personnel changes to the Facility Team Coordinator ASAP.*
- Designate a temporary team leader in your absence.

Skills Required:

- Good leadership and communication skills
- Dependable and organized
- General knowledge of animal behavior and body language
- Be a member of WAGS for at least 6 months
- General knowledge of pet visitation etiquette and protocol
- Pet visitation experience
- Know and follow WAGS policies and guidelines for visitation and team leaders (see below)

Works with:

- Facility Representatives
- WAGS members
- Facilities/Team Coordinator(s)

**Time Commitment: 30 minutes/ 1 hour per visit**

32. Trained Aide:

General Duties:

- Take a 101 class
- Help Ambassador team on visits
- Does whatever necessary to allow handler the opportunity to solely focus on animal.
  - Carry bag

- Carry towels, pillowcases, sheets etc. to allow animal to better interact with patient
- Move furniture to allow access
- Never enter a room with precautions posted
- Refer all nursing duties to the staff
- Apply hand sanitizer to patient before leaving. If visiting ICU/CCU apply hand sanitizer before entering and upon exiting

Skills Required:

- Reliable
- Dependable
- Consistent

Works with:

- Team Leader

**Time Commitment: 10-15 hours per year/team**

32. Voicemail:

General Duties:

- Retrieve the voice mail messages from the WAGS answering system at [502-562-9247](tel:502-562-9247) every couple of days
  - See BOD for phone number and passcode
- Returns calls ASAP
  - If further assistance is needed contact appropriate WAGS member to ensure prompt and correct response
- Takes and average of 5 minutes per call and average number of calls per month is 15.

Skills Required:

- Basic phone etiquette
- Good verbal communication
- Access to phone on consistent basis
- Must have knowledge of basic operations of WAGS (Such as, but not limited to: meeting site and directions; time, date and knowledge of orientation time; criteria for first time meeting attendees who are not members, do not bring dogs to first meeting; WAGS fees; current contact sheet with phone/email of officers and committee chairs, etc).

Works with:

- Public
- WAGS membership
- BOD
- Committee Chairs

**Time commitment: 1 hour per week**

33. WAGS 101 Scheduler:

General Duties:

- A minimum of 4 members are needed to conduct a 101 class.
- Keep track of members signed up for upcoming 101 classes.
- Send out pre-work (4 messages) about 10 days prior to class. Make sure all attendees have gone through WAGS orientation, paid the joining fee, and have read a copy of the Delta Pet Partners Training Manual.
- Provide tests, Evaluation Day volunteer sign up sheets, as well as class list and sign in sheet for the 101 class instructors.
- Forward Evaluation Day volunteer sign up list to Evaluation Day Volunteer Organizer.
- Make sure WAGS computer with power point presentation, and evaluation video is available for class instructors.
- Forward any cancellations or changes to instructors, as well as Lead Buddy.

- Answer any email or phone questions from the attendees (prior to class) and forward to class instructors for discussion in class. (Also be available for questions after completion of class, and before evaluations.)

**Skills Required:**

- Computer and email skills.
- Organization and communication skills.

**Works with:**

- Evaluators
- Evaluation Day Volunteer Scheduler
- Evaluation Scheduler
- Lead Buddy
- Membership Chairman
- Communicates class size to BOD through evaluator report

**Time commitment: 1-2 hours per month**

**34. WAGS Wear Chair/Coordinator:**

**General Duties:**

- Store, maintain and organize in-stock items
- Sell in-stock items at the monthly meetings
- Accept orders for non-stock items at monthly meetings
  - Collect funds prior to placing orders (All non-stock items are not refundable)
- Give money and receipts to Treasurer in a timely manner
- Place orders with current vendor (Logodogz) when necessary
  - (A minimum of six [6] items is required)
- Distribute ordered items at membership meetings
- Maintain proper pricing and ordering information in binders
- Coordinate with other committee chairs and board members to provide any additional WAGS wear items (i.e. Awards Recognition Banquet)
- Be receptive to members' suggestions for additional items

**Skills Required:**

- Organized
- Dependable
- Reliable
- Prompt
- Trustworthy
- Physical ability to move boxes of stock
- Able to transport ordered merchandise

**Works with:**

- WAGS members
- Vendors
- Committee Chairs
- BOD

**Time Commitment: 4 hours per month**

**35. Website Info Email:**

**General Duties:**

- Respond to all emails incoming to [wagskentucky@gmail.com](mailto:wagskentucky@gmail.com)
- Check and respond to emails daily
- Answer any general requests for information immediately upon receipt
- If you do not know the answer to the question that is asked, forward the email to the person who would have the information
- Keep all the emails you receive and send in a folder system to enable tracking all requests.
- Website inquiries come in the format of contact forms about 15-20 per month approximately 3 minutes per contact

- Must have knowledge of basic operations of WAGS information that is posted on the WEB
- Must work with the Facilities /Team Coordinator to forward and follow up on Facility Requests. About 5-10 requests per month
- Must forward LOG IN problems to the NEON Volunteer Educator. About 10-15 a month

Skills Required:

- Basic computer/email skills
- Access/use of email
- Knowledge of WAGS and WAGS WEBSITE
- Ability to promptly respond to emails
- Send Google forms when needed by committees

Works with:

- Public
- All Committees and contacts

**Time commitment: minimum of 4 hour/week**

36. Website Manager/Editor:

General Duties

- Maintain [www.kywags.org](http://www.kywags.org) for public promotion of WAGS.
- Maintain [www.kywags.org](http://www.kywags.org) for private “Members only” portal
- Update critical announcements
- Promote and update facility requests for Ambassador Team recruitment
- Maintain [wagskentucky@gmail.com](mailto:wagskentucky@gmail.com) as the email destination for contact forms submitted to the Website (redirect contact information to respective parties for answers)
- Maintain the WAGS Calendar and Events
- Update and publish available rosters and contact sheets
- Attend monthly Board meetings
- Communicate and report to the Board of any Web updates
- Communicate monthly with the Facility Chair about new facility requests
- Communicate with the Membership Chair for email blasts/newletters
- Access the Membership data base in NEON
- Update Power Point presentations for Monthly Membership Meetings
- Distribute duties to Website committee members
- Have prior knowledge of WAGS organizational structure

Skills required

- Website maintenance skills (communicate with Web Host)
- Neon data base skills
- Google Drive, Google Forms, Google Calendar skills
- Membership password management for the Website
- Email communication
- Microsoft Office proficiency in Word, Excel, Power Point
- Knowledge of htm and html documents
- Minimal Photo program proficiency
- Knowledge of WAGS pathway from “Joining to Evaluation to Visiting”
- Prompt communication

Works with

- All Positions
- BOD
- Membership
- Public

- Membership Chair
- Neon Committee
- Web site host

**Time commitment 4-10 hours per week/ 20 plus hours per month**

37. Trained Aid Manager:

General Duties:

- Maintains updated Trained Aide list (with contact information).
- Provides list as requested to Ambassador Teams.

Skills Required:

- Computer skills
- Reliable
- Dependable
- Prompt
- Consistent

Works with:

- WAGS 101 Instructor
- Ambassador Teams

**Time commitment: 1 hour per month**

38. Time Support

General Duties:

- Educates/Supports membership on NEON use
- Manages member logon
- Maintains an active facility (project) list
- Archives inactive facilities
- Approves and maintains time sheets
- Secures Team agreements and stores as PDF in activities section of the member account
- Sends out and receives team audits
- Backs up Facilities Chair on Facility account relations

Skills Required

- Neon data entry and management
- Computer skills
- Email communications within Neon
- Familiar with the navigation of the Website [www.kywags.org](http://www.kywags.org)
- Familiar with Google forms

Works with

- Neon Committee
- Website Committee
- Membership

**Time Commitment 4-5 hours a week/ 5-15 hours a month**

39. NEON Chair

General Duties

- Co-ordinate the functioning and updates of the Neon Management software
- Maintain and assign two Admin and multiple User Accounts
- Oversee, understand and co-ordinate the 8 or more divisions necessary to utilize all of the potential in the NEON database
- Provide reports to the Board
- Communicate error reports to each division when they are recognized so as not to be duplicated
- Be able to assign and provide any division the auditing skills necessary to correct data entry
- Work well with all committee members asking for accountability in keeping their data current

Skills Required:

- Organization abilities
- Computer and data entry
- Access/use of email
- Reliable
- Dependable
- Consistent

Works with:

- All Positions and divisions in Neon
- BOD
- Neon CRM Systems through knowledge base and via direct contact

**Time Commitment 4-6 hours per week / 12-14 hours per month**