HOTLINE

The GSRNC hotline may be the first, and sometimes the only, contact that people have with our organization. Consequently, it's important that our hotline volunteers (affectionately known as "Hotties") are professional, patient, tactful and knowledgeable.

Do you visualize a Hottie, sitting by the phone to answer hotline calls? Not to worry, calls are routed to the appropriate Hottie's email and can be picked up when convenient. We do like our Hotties to be prompt, but there's no pressure to return a call immediately.

Calls include requests to surrender a dog, looking to adopt a dog, lost dogs, information on trainers, how to make a donation, and any number of other subjects. Each hotline volunteer is assigned one area of focus and only needs to be well versed about that subject, versus knowing something about everything.

Currently serving on the frontlines for us are Terri M., our Hotline Coordinator, Joan H., Debbie K., Marianne W., Rich D., Lee E., Leslie M., and Lorraine K.. With a combined experience of 63 years among them, they are well qualified to handle any calls that come their way.

Our Hotties all agree that working on the hotline can be rewarding. They are often able to refer callers to resources the caller was unaware of, as well as explain our processes to them. However, the job can also be heartbreaking and frustrating when a caller waits until the last minute to try to rehome their dog, especially if it's due to poor health or financial hardship. These calls can stick with a Hottie because they are left wondering what became of the dog.

Most Hotties spend from 1 – 2 hours a week responding to calls. I suspect this can be seasonal. I knew a previous hotline volunteer who used to say March was "dump your dog month." It makes sense. By March it's been raining for a couple of months, and owners that are not exercising their pups have GSDs that are bouncing off the walls!

Our Hotties are real German Shepherd lovers, with adoptions of their own. Primrose, Mia, Gunther, Murphy, Moose and Rosalita are just a few of the pups adopted by Hotties. Many also cover other jobs within our organization including Treasurer, Recording Secretary, Vice President, Adoption Counseling, Fostering and more.

Many of the calls received are memorable. Some sad, some good. It's always a downer when we can't help. Frequently callers will reach out to make a donation. Unfortunately, it often turns out that they want to "donate" their dog.

On the plus side, our hotline is the first responder to a lost GSRNC dog. When someone finds a dog with our tag on it, they call our hotline. The Hottie can immediately look up the adopter, contact them and arrange for the dog and owner to reconnect. We end up with a happy pup and a thrilled owner. This is the hotline at its best!