



---

## Arkansas Government Open Records Request (ORR) Volunteer Position Description

**Reports To:** Amy Vaniotis (Specialist, Shelter Data Compliance – Insights & Analytics Team)

**Organizational Impact:** The collection of intake and outcome statistics from municipal shelters and animal control facilities helps Best Friends and the public understand where dogs and cats are dying across the country. This critical work allows us to directly target our programs to save the lives of the most at-risk animals and to help all shelters achieve No-Kill. Because Arkansas is one of a handful of states that will only respond to open records requests submitted by state residents, the Arkansas ORR volunteer specifically enables data collection within their home state.

**Position Summary:** The volunteer will work from an assigned list of municipal animal organizations in Arkansas and other states to research the individual processes for submitting government open records requests (ORRs) for each applicable city or county. They will submit the ORRs using provided templates and approved language and follow up on each request several times over a period of 2-12 weeks as needed. They will communicate with municipal employees and occasionally animal control staff via email and phone to gather information on how to submit requests, follow up on submitted requests, clarify data received, and/or seek information on animal services within a municipality.

**Location:** Volunteer must be a current Arkansas resident with a valid photo ID showing their Arkansas address, but all work for the position is conducted remotely.

**Time Commitment:** Our current need is for someone to begin ASAP to collect data for a handful of shelters with an anticipated requirement of about 6-8 hours total (including training) spread out between now and December 15, then participate in our intensive data collection period from January through March 2026 with a commitment of approximately 4 to 8 hours per week. Data collection continues throughout the year, and we are pleased that many volunteers choose to continue beyond March at a pace and volume that works for them!

### Core Responsibilities:

- For each assigned organization, research the appropriate municipality and the proper way to submit city or county records requests.
- Send formal open records requests (including scan of valid AR photo ID) to the appropriate municipality for each assigned organization and follow up by phone and



email as needed, using provided templates and approved language/messaging.

- Document and track all contact attempts and interactions using an online system. (All levels of technological experience welcome; we are happy to provide training and support.)
- Track and input hours worked into the volunteer database.

#### **Qualifications/Requirements:**

- Reliable access to a computer and internet connection.
- Strong attention to detail and ability to take clear notes on conversations and actions.
- Comfortable communicating warmly and professionally with municipal staff and officials and others via email and/or phone. Willingness to make occasional phone calls from a personal phone number strongly preferred.
- Willing to use online systems to track work and volunteer hours. (Training and support gladly provided.)
- Willing to complete approximately 1-2 hours of online training prior to start of duties.
- Willing and able to keep all shelter data and other information obtained strictly confidential.
- Willing to use a Best Friends volunteer email address, which requires:
  - Signing a Non-Disclosure Agreement;
  - Access to personal computer with antivirus software installed;
  - Downloading an approved app onto a personal smartphone for the purpose of multi-factor account authentication (e.g. Google Authenticator);
  - Checking the Best Friends email account every few days for the duration of the project except when otherwise communicated to the project supervisor.
- Familiarity with shelter statistics and terms helpful but not required.
- Desire to play an integral role in building foundations for future Best Friends programming.

Please email [nationalvolunteers@bestfriends.org](mailto:nationalvolunteers@bestfriends.org) if you are interested in this volunteer position. We look forward to working with you!

*We welcome volunteer applicants with disabilities. If you may benefit from reasonable accommodations to fulfill any of the volunteer position requirements, please contact [nationalvolunteers@bestfriends.org](mailto:nationalvolunteers@bestfriends.org) so we can discuss adjustments.*