

# Ottawa Humane Society

## Job Description

**Job Title:** Customer Service Representative: Adoptions

**Overall Purpose:** Under the direction of the Supervisor: Customer Service, the Customer Service Representative: Adoptions is responsible for assisting the public in adopting Ottawa Humane Society (OHS) animals.

In accordance with OHS' objectives, philosophies and policies and procedures, the Customer Service Representative: Adoptions is responsible for the following:

### Professional Responsibilities

- Provide daily care for animals
- Provide consultation and screening services for OHS customers seeking to adopt an animal
- Educate OHS customers on good animal care practices
- Monitor the health and safety of animals for adoption
- Ensure appropriate information gathering
- Provide adoption follow-up services
- Promote OHS goods for sale
- Supervise and coordinate volunteers' activities while on shift

### Administrative Responsibilities

- Represent OHS in a professional manner
- Be thoroughly familiar with pertinent legislation, regulations, guidelines, OHS policies and good animal care practices
- Participate in supervision, evaluation and training sessions
- Maintain the facility and equipment
- Create and maintain computerized files
- Prepare accurate cash reports and other forms
- Ensure appropriate fees are collected and accounted for
- Attend staff meetings and other meetings as required
- Provide training and orientation to new staff and volunteers as required
- Be familiar and ensure compliance with all health and safety policies and procedures
- May be required to supervise student placements, volunteers and work placements
- May be required to assume the responsibilities of supervisor

### Program Development

- Participate in appropriate OHS committees
- Contribute to ongoing evaluation of program objectives
- Participate in the identification and achievement of OHS objectives
- Maintain a comprehensive knowledge of social and environmental issues relating to animal health and welfare

- May be required to participate in public relations and promotional activities

**Education and Experience:**



- A grade 12 graduation diploma
- 1 to 2 years clerical and/or customer service experience
- 6 months to 1 year animal handling and care experience
- Proficiency in Microsoft Word, Excel and Outlook
- Demonstrated excellent customer service, crisis management and conflict resolution skills
- Ability to work in a fast paced and demanding environment and to work collaboratively in a team environment
- Demonstrated ability to relate well to people from a wide variety of backgrounds

**Languages:**

- Advanced verbal and written skills in English are required
- Bilingual ( English/French) skills are preferred

**Essential duties and working conditions:**

- Employees will be required to work evening, holiday and weekend shifts
- Employment is conditional upon the ability to provide services in a safe manner, including, but not limited to lifts and transfers of large animals.
- Employees will be required to wear a uniform designated by the employer
- Employment is conditional upon the ability to work around all species of animals safely
- Employment is conditional upon maintaining confidentiality of OHS information

<b>Job Description:</b>	Customer Service Representative: Adoptions		
<b>Issued date:</b>	March 13, 2013	<b>Approved:</b>	
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