

# Ottawa Humane Society

## Job Description

**Job Title:** Attendant: Client Services

**Overall Purpose:** Under the direction of the Manager: Community Programs, the Attendant: Client Services is responsible for supporting the OHS' telephone and email communications.

In accordance with OHS' objectives, philosophies and policies and procedures, the Attendant: Client Services is responsible for the following:

### Professional Responsibilities

- Accept and transfer a high volume of calls
- Book clients for OHS services
- Provide basic information for callers
- Forward incoming emails and respond to basic emails
- Provide general administrative support
- Be aware of and make use of community resources
- Other administrative tasks as assigned

### Administrative Responsibilities

- Represent OHS in a professional manner
- Be thoroughly familiar with pertinent legislation, regulations, guidelines, and OHS policies and good animal care practices
- Participate in supervision, evaluation and training sessions
- Maintain the facility and equipment
- Prepare accurate expense accounts and other forms
- Produce written reports and records
- Maintain computerized files
- 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 assist in the hiring of staff
- May be required to train and supervise student, volunteer and work placements

### 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, environmental and cultural 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
- Minimum 1 year of call centre and/or customer service experience
- Proficiency in Microsoft Word, Excel and Outlook

## Languages

- Excellent verbal and written skills in English
- Verbal skills in French are required

## Essential duties and working conditions:

- Employees will be required to work evening, holiday and weekend shifts
- Employment is conditional upon maintaining confidentiality of OHS information
- Employment is conditional upon the ability to work around all species of animals safely

<b>Job Description:</b>	Attendant: Client Services		
<b>Issued date:</b>	August 20, 2012	<b>Approved:</b>	
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