

Ottawa Humane Society

Job Description

Job Title: Customer Service Representative: Intake

Overall Purpose: Under the direction of the Supervisor: Customer Service, the Customer Service Representative: Intake is responsible for the admitting and identifying of animals, locating and notifying their owners and discharging animals.

In accordance with Ottawa Humane Society (OHS) objectives, philosophies and policies and procedures, the Customer Service Representative: Intake is responsible for the following:

Professional Responsibilities

- Provide information and support to OHS clients
- Ensure professional intake of incoming animals and discharge of exiting animals as per procedures
- Assess and document the health and behaviour of incoming animals
- Ensure that all in-coming animals are thoroughly examined for identification
- Research all possible avenues to match an animal to its owner
- Be aware of and make use of relevant community resources
- Ensure appropriate information gathering

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
- Prepare accurate expense accounts and other forms
- Produce written reports and records
- Create and maintain computerized files
- Ensure appropriate fees are collected and accounted for
- Network with other service providers and professionals
- 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 train and supervise student, volunteer 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, environmental, and cultural issues relating to animal health and welfare
- May be required to participate in public relations and promotional activities

Education and Experience:

- Grade 12 graduation diploma
- 1 – 2 years clerical and/or customer service experience
- 6 months to a year of 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
- Verbal French skills are required

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 maintaining confidentiality of OHS information
- Employment is conditional upon the ability to work around all species of animals safely
- Employees may be required to cross train and perform duties of the CSR: Adoptions

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| Job Description: | Customer Service Representative: Intake | | |
| Issued date: | March 13, 2013 | Approved: | AL |
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