

Ottawa Humane Society

Job Description

Job Title: Attendant: Adoption Reception

Overall Purpose: Under direction of the Supervisor: Customer Service, the Attendant: Adoption Reception is responsible for greeting and directing clients, assisting with operations of the Ottawa Humane Society (OHS) store and assisting with adoption of OHS animals.

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

1. Professional Responsibilities

- Greet clients visiting the OHS and direct them as appropriate
- Provide general information to OHS clients about adoption processes
- Ensure all animals available for adoption are appropriately advertised on the OHS website
- Provide information to OHS customers on good animal care practices
- Process sales transactions
- Provide adoption follow-up services and direct issues appropriately
- Promote OHS goods for sale
- Supervise and coordinate volunteers' activities while on shift
- Answer telephone and triage phone calls
- Triage emails and response
- Accept and record in-kind donations

2. 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 OHS facilities and equipment
- 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
- May be required to assume the responsibilities of Customer Service Representative: Adoptions

3. 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
- A minimum of 1 year of experience in customer service
- 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
- Microsoft Office applications
- Chameleon and/or Raiser's Edge experience is an asset

Languages:

- Advanced verbal and written skills in English are required
- Bilingualism (English/French) is required

Essential duties and working conditions:

- Employees may be required to work evenings, 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 and interaction with potentially aggressive 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

Job Description:	Attendant: Adoption Reception		
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