

# Ottawa Humane Society

## Job Description

**Job Title:** Attendant: Direct Response

**Overall Purpose:** Under the direction of the Manager: Development, the Attendant: Direct Response is responsible for providing administrative support to the Development department at the Ottawa Humane Society.

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

### 1. Professional Responsibilities

- Answer telephone and triage phone calls
- Triage emails and respond
- Process outgoing mail
- Enter data into Chameleon and Raiser's Edge
- Other administrative tasks as assigned

### 2. Administrative Responsibilities

- Represent OHS in a professional manner
- Be thoroughly familiar with pertinent legislation, regulations, guidelines, OHS policies and good animal care practices
- Maintain OHS facilities and equipment
- Maintain computerized files
- Attend staff meetings and other meetings as required
- Be familiar and ensure compliance with all health and safety policies and procedures

### 3. Program Development

- Participate in appropriate OHS committees
- Contribute to ongoing evaluation of program objectives
- Participate in the identification and achievement of OHS objectives
- May be required to participate in public relations activities

### Education and Experience:

- A grade 12 graduation diploma
- A minimum of 1 year experience in office administration
- A minimum of 1 year experience in customer service
- Excellent interpersonal skills
- 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
- Chameleon and/or Raiser's Edge experience is an asset

**Languages:**

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

**Essential duties and working conditions:**

- Employee may 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: Direct Response		
<b>Issued date:</b>	October 4, 2016	<b>Approved:</b>	
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