

Ottawa Humane Society

Job Description

Job Title: Customer Service Representative: Foster

Overall Purpose: Under the direction of the Manager: Volunteers, the Customer Service Representative (CSR): Foster is responsible for assisting in developing and implementing the Foster Program at the Ottawa Humane Society (OHS).

In accordance with OHS' objectives, philosophies and policies and procedures, the CSR: Fostering is responsible for the following:

1. Professional Responsibilities

- Maintain close contact with the Animal Care department to evaluate the need and appropriateness of foster placements
- Recruit, interview, and orient foster volunteers
- Support volunteers in achieving the goals of the foster placement
- Coordinate meeting the health requirements of fostered animals
- Match animals requiring foster care to the appropriate volunteer
- Facilitate day to day operations of the foster department
- Monitor the health and well-being of animals placed in foster
- Support volunteers in achieving the goals of the foster department
- Provide prescribed treatments and other medical interventions for the foster animals
- Clean and maintain foster animal holding areas
- Ensure necessary documentation
- Coordinate meeting the health requirements of fostered animals
- Assist with volunteer recognition, retention and motivation programs and activities
- Ensure appropriate feedback on the performance of foster placements

2. Administrative Responsibilities

- Represent OHS in a professional manner
- Be thoroughly familiar with pertinent legislation, regulations, guidelines, OHS policies and good animal care practices
- Attend staff meetings and other meetings as required
- Maintain positive relationships in the community
- Maintain foster database and files
- Network with volunteer placement agencies and other professionals
- Produce written reports and records
- Participate in supervision, evaluation and training sessions
- Prepare accurate expense accounts and other forms
- Produce written reports and records
- Provide training and orientation to new staff 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

3. Program Development

- Assist in evaluating program objectives
- Participate in appropriate OHS committees
- 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 experience in customer service and/or volunteer management and support
- 1 – 2 years education or experience in animal care
- 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
- Proficiency in Microsoft Word, Excel and Outlook

Languages:

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

Essential duties and working conditions:

- Employees may 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

Job Description:	CSR: Foster		
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