



## Attendant: Client Services – Part time

The Ottawa Humane Society is a non-profit, community-based organization and a registered charity. Since 1888, we have been the leading organization providing a safe haven for sick, injured and homeless animals in Ottawa. For more information on the Ottawa Humane Society, visit us at: <http://www.ottawahumane.ca>.

Under the direction of the Manager: Community Programs, the Attendant: Client Services is responsible for supporting the OHS's telephone and email communications. The hourly wage range is set between \$19.14 and \$22.42 per hour. This is a Part Time position. Shifts are scheduled based on availability and organizational need to cover for vacation and sick days. Shifts typically are on evenings and weekends

### What would you do?

- 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
- Participate in supervision, evaluation and training sessions
- Prepare accurate expense accounts and other forms
- Produce written reports and records
- Maintain OHS facilities and equipment
- May be required to train and supervise student, volunteer and work placements

### What are we looking for?

- Post-secondary school diploma or equivalent
- Minimum 1 year of call center and/or customer service experience
- Demonstrated excellent customer service, crisis management and conflict resolution skills
- Demonstrated excellent teamwork abilities
- Demonstrated ability to relate well to people from a wide variety of backgrounds
- Proficiency in Microsoft Word, Excel and Outlook
- Advanced verbal and written skills in English are required
- Bilingualism (English/French) is required

Please contact [careers@ottawahumane.ca](mailto:careers@ottawahumane.ca) if you would like a copy of the full job description.

Individuals are required to be fully vaccinated against COVID-19 as a condition of being hired by the OHS. Medical exemptions and accommodation under human rights legislation are considered under the vaccination policy.

How to Apply: If you are interested in this opportunity and have the above qualifications, please forward your resume and cover letter to the attention of the Manager, Human Resources via email to [careers@ottawahumane.ca](mailto:careers@ottawahumane.ca).

The Ottawa Humane Society is an equal opportunity employer. The OHS offers accommodation for applicants with disabilities in its recruitment processes. If you are contacted by the OHS regarding a job opportunity, please advise prior to the interview if you require accommodation.

We thank all applicants for applying, however, only candidates selected for interviews will be contacted. No phone calls please.