



Attendant Reception: Adoptions – 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 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. We offer a competitive wage range **\$19.14 - \$22.42** per hour, commensurate with experience. This is a **part time** 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?

- 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 volunteer activities while on shift
- Answer telephone and triage phone calls
- Triage emails and response
- Accept and record all types of donations
- 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

What are we looking for?

- Post-secondary school diploma or equivalent
- 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
- Proficiency in Microsoft Word, Excel and Outlook
- Chameleon and/or Raiser's Edge experience is an asset
- Advanced verbal and written skills in English are required
- Bilingualism (English/French) is required

Please contact 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.

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.