



Customer Service Representative: Adoptions

Casual

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 Supervisor: Customer Service, the Customer Service Representative: Adoptions is responsible for assisting the public in adopting Ottawa Humane Society (OHS) animals. We offer a competitive wage range **\$20.32 - \$24.72** per hour, commensurate with experience. This is a **casual position** 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?

- Provide daily care for animals
- Provide consultation and screening services for OHS customers seeking to adopt an animal
- Educate OHS customers on good animal care practices
- Monitor the health and safety of animals for adoption
- Ensure appropriate information gathering
- Provide adoption follow-up services
- Promote OHS goods for sale
- Supervise and coordinate volunteer activities while on shift
- Participate in supervision, evaluation and training sessions
- Ensure appropriate fees are collected and accounted for
- Maintain OHS facilities and equipment
- Be familiar and ensure compliance with all health and safety policies and procedures

What are we looking for?

- Post-secondary school diploma or equivalent
- 1 to 2 years clerical and/or customer service experience
- 6 months to 1 year animal handling and care experience
- 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
- 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 preferred

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.