



Ottawa Humane Society Job Description

| | |
|--------------------|-------------------------------|
| Job Title: | Attendant: Adoption Reception |
| Reports to: | Supervisor: Customer Service |

JOB PURPOSE

The Attendant: Adoption Reception is responsible for greeting and directing visitors and clients, assisting with operations of the Ottawa Humane Society (OHS) retail store, and supporting the adoption of OHS animals

DUTIES AND RESPONSIBILITIES

- Greet visitors and clients of the OHS and direct them as appropriate
- Triage and respond to telephone and email communication
- 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
- Provide adoption follow-up services and direct issues appropriately
- Support operations in the Buddy and Belle retail boutique by processing sales transactions, maintaining and organizing stock, and promoting OHS goods for sale
- Accept and record donations as required
- Maintain the Adoption Centre and Buddy and Belle boutique area, facilities, and equipment
- Accept and manage OHS payments and donations as required
- Support the activities of coworkers, volunteers, students and work placements and provide orientation and training as required
- Be thoroughly familiar with pertinent legislation, regulations, guidelines, OHS policies, procedures, collective agreement, and good animal care practices
- Produce and maintain accurate reports, records, and files
- Participate in supervision, evaluation, training and other meetings as required
- Participate in the identification and evaluation of OHS program goals and objectives
- Participate in professional development opportunities
- Represent the OHS in a professional manner
- Participate in public relations and promotional activities as required
- May be required to assume some of the responsibilities of Customer Service Representative: Adoptions or Intake


QUALIFICATIONS

- Secondary school diploma or equivalent

- Minimum of one year education or experience in office administration
- Minimum of one year of experience in customer service
- Proficiency in Microsoft Office Suite
- Animal handling experience preferred
- Chameleon or other database experience is an asset
- Professional working proficiency in spoken and written English and French is required

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee will 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 and interaction with potentially aggressive animals
- Employee will be required to wear a uniform designated by the employer
- Employment is conditional upon maintaining confidentiality of OHS information
- Employment is conditional upon the ability to work around all species of animals safely

| | |
|-----------------------|---|
| Approved by: |  |
| Date approved: | July 2022 |
| Last reviewed: | |