



## Ottawa Humane Society Job Description

<b>Job Title:</b>	Attendant: Client Services
<b>Reports to:</b>	Manager: Community Services

### JOB PURPOSE

The Attendant: Client Services is responsible for responding to public inquiries to the Ottawa Humane Society by telephone and email and providing general administrative support

### DUTIES AND RESPONSIBILITIES


- Triage, transfer, and respond to high volume of telephone and email communication based on pre-scripted responses
- Book clients for animals intake and OHS programs and services
- Provide general information on OHS services and programs to the public
- Other administrative tasks as assigned
- 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 Attendant: Administration

### QUALIFICATIONS

- Secondary school diploma or equivalent
- Minimum of six months of call center and/or customer service experience
- Proficiency in Microsoft Office Suite
- 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 maintaining confidentiality of OHS information
- Employment is conditional upon the ability to work around all species of animals safely

<b>Approved by:</b>	
<b>Date approved:</b>	July 2022
<b>Last reviewed:</b>	