



## Ottawa Humane Society Job Description

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| <b>Job Title:</b>  | Attendant: Development |
| <b>Reports to:</b> | Manager: Development   |

### JOB PURPOSE

The Attendant: Development is responsible for greeting and directing visitors to the development department at the Ottawa Humane Society (OHS) and providing administrative and operational support to the development team

### DUTIES AND RESPONSIBILITIES

- Triage and respond to telephone and email communication
- Maintain, stock, and order office and kitchen supplies, and oversee their distribution
- Coordinate development room bookings
- Receive, process, and distribute mail, courier, and other deliveries and correspondence
- Maintain business centre area, facilities, and equipment
- Update and maintain client records in Chameleon and Raiser's Edge
- Accept and manage OHS payments and donations
- Maintain and update donor records
- Administer the vet memoriam program
- 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, and collective agreement
- 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


### QUALIFICATIONS

- Secondary school diploma or equivalent
- Post-secondary diploma or certificate in office administration preferred
- Minimum of one year education, or experience, in office administration

- Minimum of one year of experience in customer service
- Proficiency in Microsoft Office Suite
- Chameleon and/or Raiser's Edge experience is an asset
- Professional working proficiency in spoken and written English is required
- Bilingualism (English/French) is preferred

#### WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee may 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

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