



## Ottawa Humane Society Job Description

<b>Job Title:</b>	Customer Service Representative: Adoptions
<b>Reports to:</b>	Supervisor: Customer Service

### JOB PURPOSE

The Customer Service Representative (CSR): Adoptions is responsible for assisting the public through the process of adopting Ottawa Humane Society (OHS) animals

### DUTIES AND RESPONSIBILITIES

- Provide consultation and support for OHS clients seeking to adopt an animal
- Provide information to OHS clients on good animal care practices
- Monitor the health and safety of animals available for adoption
- Provide adoption follow-up services
- Support operations in the Buddy and Belle retail boutique by processing sales transactions, maintaining and organizing stock, and promoting OHS goods for sale
- Maintain the Adoption Centre and Buddy and Belle boutique area, facilities, and equipment
- Ensure appropriate fees are collected and accounted for
- Enter data and maintain data integrity in Chameleon
- 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
- Will be required to assume some of the responsibilities of CSR: Intake
- May be required to assume some of the responsibilities of the Supervisor: Customer Service or Coordinator: PAL


### QUALIFICATIONS

- Secondary school diploma or equivalent
- Minimum of one year experience in customer service

- Animal handling experience preferred
- Proficiency in Microsoft Office Suite
- Professional working proficiency in spoken and written English is required

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS**

- Employee may 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

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