



Ottawa Humane Society Job Description

Job Title:	Customer Service Representative: Intake
Reports to:	Supervisor: Customer Service

JOB PURPOSE

The Customer Service Representative (CSR): Intake is responsible providing consultation and support for OHS clients seeking OHS lost and found services and services of the Municipal Animal Shelter (MAS)

DUTIES AND RESPONSIBILITIES

- Ensure professional intake and discharge of animals
- Assess and document the health and behaviour of incoming animals
- Examine all in-coming animals are thoroughly for identification
- Research all possible avenues to match an animal to its owner
- Be aware, and make use, of relevant online and community resources
- Maintain the MAS area, facilities and equipment
- Accept and manage OHS payments and donations as required
- Enter and maintain data integrity in Raiser's Edge and 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 Customer Service Representative: Adoptions
- 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 and French 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

Approved by:	
Date approved:	July 2022
Last reviewed:	