

The Calgary Humane Society is a dynamic, non-profit organization with a history of leadership and setting standards of excellence for the humane treatment of animals over a broad spectrum of human/animal interaction. Our mission is to help as many animals as we can that are admitted into our open admission facility.

As an organization, CHS values compassion, teamwork, respect, integrity, and commitment.

**Position Title:**

**CALL CENTRE ATTENDANT - FULL TIME**

Monday – Friday 10:30 a.m. – 7:00 p.m. 37.5 hours per week  
\$29,250.00 Annually

Reporting to the Senior Manager of Cruelty Investigations, the Call Centre Attendant serves our customers by providing information about the Society and its programs, answering related questions, transferring calls, and recording and dispatching animal cruelty and neglect complaints.

**Position Responsibilities:**

- Delivery of exceptional customer service over the telephone
- Accurately record and dispatch animal cruelty and neglect concerns
- Provide information to callers in a knowledgeable and proficient manner
- Effectively communicate to resolve customer concerns
- Transfer calls to other departments
- Input or access information in the PetPoint database.
- Assist Resource Development with administrative tasks using Raiser's Edge
- Assist other departments with administrative and/or other duties when required
- Other duties as assigned

**Position Requirements:**

- Minimum high school diploma
- Strong interpersonal skills and the ability to deal with a diverse range of people
- Flexible and non-judgmental approach to callers with the ability to remain objective while receiving detailed and explicit information about cruelty and neglect complaints
- Positive, friendly, and professional attitude
- Excellent customer service skills and ability to problem solve and negotiate
- Strong conflict resolution skills
- Ability to communicate effectively, both verbally and in writing
- Effective listening skills
- Excellent computer and keyboard skills and intermediate Microsoft Office knowledge
- Knowledge of city and surrounding areas
- Ability to work as part of a team or independently as required
- Previous call centre or reception experience required
- Knowledge of Raiser's Edge, PetPoint, and the Alberta Animal Protection Act a definite asset
- Successful candidate will be required to provide a Police Information Check at their own expense to be arranged by CHS

**CLOSING DATE: POSTING WILL REMAIN OPEN UNTIL A SUITABLE CANDIDATE IS FOUND.**

Please apply in confidence indicating the job title in the subject line along with salary expectations to [careers@calgaryhumane.ca](mailto:careers@calgaryhumane.ca), Fax (403) 723-6050, or drop off your resume at 4455 – 110 Avenue SE Calgary Alberta, T2C 2T7.

***We thank all applicants for their interest however only those selected for an interview will be contacted. No phone calls please.***