

Calgary Humane Society is a dynamic, non-profit organization whose vision is to use innovative strategies to lead, inspire, and educate in the humane treatment of companion animals, fostering an enlightened community which consistently demonstrates respect and compassion for animals.

Our mission is to help as many animals as we can.

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

Position Title:
CALL CENTRE / DISPATCH ATTENDANT

Thursday and Friday (10:30 AM – 7 PM), 15 hours per week

Reporting to the Director of Operations and Enforcement, 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.

Responsibilities:

- Delivery of exceptional customer service over the telephone
- Accurately record and dispatch animal cruelty and neglect concerns
- Diligently monitor the peace officers while on calls, providing safety measures
- Provide information to callers in a knowledgeable and proficient manner
- Provide information to callers on animals available for adoption
- Effectively communicate to resolve customer concerns
- Transfer calls to other departments
- Input or access information in the Pet Point database
- Accurately transcribe recorded case interviews
- Provide enrichment to temporary feline residents of the call centre cat program
- Assist other departments with administrative and/or other duties when required
- Other duties as assigned

Position Requirements:

- Minimum high school diploma is required
- CHS is a COVID-19 safe workplace. With limited exceptions, CHS requires all employment applicants provide proof of fully vaccinated status in accordance with current guidelines. CHS also complies with all in-force Alberta Health Services directives regarding COVID 19 safety.
- Successful candidate will be required to provide a police information check at their own expense to be arranged by CHS
- Positive, friendly, and professional attitude
- Excellent customer service skills and ability to problem solve and negotiate (conflict resolution skills an asset)
- Ability to communicate effectively, both verbally and in writing
- Effective listening skills
- Excellent computer and keyboard skills and experience with Microsoft Office
- Knowledge of city and surrounding areas
- Ability to work as part of a team or independently as required
- Knowledge of Alberta Animal Protection Act an asset
- Genuine concern for the welfare of animals
- Champion CHS values of teamwork, respect, compassion, integrity, innovation and commitment in your everyday work and promote organizational values in order to achieve the overall mission and vision of the organization
- Act as an ambassador the society both internally and with external partners and stakeholders
- Provide excellent customer service to visitors, donors, adopters, volunteers and patrons while greeting them warmly and professionally
- Promote a culture of volunteer engagement by building and maintaining relationships with volunteers, participating in volunteer recognition (including monthly and annual volunteer awards), and teamwork
- Promote a culture of philanthropy by building and maintaining relationships with donors and participating in donor stewardship
- Maintain a culture of positivity and openness through face-to-face communication. active listening and collaboration
- Promote teamwork and comradery by taking initiative to assist teams outside of designated department when help is needed

Closing Date: POSTING WILL REMAIN OPEN UNTIL A SUITABLE CANDIDATE IS FOUND

Please apply in confidence referencing the job position you are applying for including salary expectations to careers@calgaryhumane.ca

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