

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 all 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:**

### **ANIMAL ADMISSIONS COUNSELOR - FULL TIME TEMPORARY**

- **Wednesday to Friday 9:00 a.m. to 7:00 p.m. and Saturday 9:00 a.m. – 5:00 p.m. | 36 hours per week**
- **Annual Salary of \$29,952**

**- Term Position until June 2023 -**

Reporting to the Team Lead, Intake and Foster, the Animal Admissions Counselor is responsible for processing the intake of animals into the organization, educating and offering intake diversion resources to the public, answering incoming calls and emails from the public relating to the surrendering of an animal, assisting foster parents picking up and dropping off animals, and transporting animals to and from veterinary clinics across the City.

#### **Duties:**

- Provide exemplary internal and external customer service
- Actively manage sometimes emotional situations in a respectful, compassionate, and professional manner
- Provide patrons with professional, compassionate service in person, over the phone, and through email
- Provide callers and patrons with additional resources and alternatives to relinquishment using a non-judgmental and compassionate approach
- Assess and triage intakes
- Enter all intake information into the shelter database management system in accordance with CHS policies
- Trace and confirm animal identification
- Complete related paperwork and tasks for the department including kennels cards, intake profiles, and foster care profiles
- Accept animal remains for cremation
- Work closely with the foster team and assist foster parents with booking foster returns, pickup and drop off of foster animals, and responding to telephone and email inquiries
- Maintain records for the Pet Safekeeping and Emergency Boarding programs
- Maintain records and support and assist with transfer program
- Process cash, debit, and credit card payments and/or donations
- Conduct opening and closing duties
- Daily department maintenance including sorting of animal supplies dropped off with surrendered animals, cleaning crates, and cleaning and disinfecting of office area and work stations
- Assist with cleaning and setting up kennels for animal intakes when required
- Transport animals to and from external veterinary appointments, pick up strays from veterinary clinics, and transport animals to transfer locations
- Other duties as required

#### **Requirements:**

- 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.
- Minimum high school diploma
- Minimum one year of professional experience working with animals (e.g. vet clinic, animal shelter, boarding facility)
- Exceptional interpersonal skills with the ability to approach sensitive and emotional matters using a flexible, compassionate, and non-judgmental approach
- Dependable and dedicated to completing assigned tasks and meeting deadlines
- Adaptable to changing priorities and requirements in a fast-paced environment
- Self-motivated
- Strong conflict management and teamwork skills
- Flexibility to work overtime as required
- Intermediate knowledge of Microsoft Office including Word, Excel, Outlook, and PowerPoint
- Genuine interest in the welfare of animals and values congruent with the organization
- Successful candidate will be required to complete a police information check at their own expense to be arranged by CHS
- Must have at least 3 years driving experience with a Class 5 Graduated Driver's License and/or Class 5 Driver's License with a 5-year clean driver's abstract

#### **Physical Requirements:**

- Physically capable of, and comfortable handling a variety of species including but not limited to: cats, dogs, rabbits, birds, and reptiles
- Physically capable of lifting up to 50 lbs.
- Ability to perform repetitive motions of: sitting standing, walking, reaching, lifting, squatting, bending, pulling

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

Please submit your cover letter and resume, indicating the job title in the subject line, to [careers@calgaryhumane.ca](mailto:careers@calgaryhumane.ca)

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