VOLUNTEER POSITION TITLE: BEHAVIOUR OUTREACH ASSISTANT

Commitment

For most roles, you will be asked to commit to a minimum of six months of service with a weekly commitment of two to three hours

Volunteers being considered for this role must be able to attend 2 buddy shifts with an experienced volunteer

Responsibilities

Behaviour Outreach Assistant plays a very important role in supporting the CHS Behaviour Outreach Team by:

- Review behaviour help line voice messages and emails with Outreach Facilitator
- Respond to behavioural emails using information from external resources and CHS website including behavioural handouts.
- Answer voice messages guiding callers to website resources, including private consultations, classes and behavioural handouts.
- Other administrative tasks as assigned e.g. welcome emails for dog classes
- Addressing clients' concerns with a non-judgmental, professional approach
- Adhering to CHS confidentiality policy while performing all duties

Qualifications

- Basic knowledge of animal behaviour including positive reinforcement and fear free training considered an asset
- Comfortable with making a significant number of phone calls

- Good at problem solving
- Self-directed, ability to work as part of a team or independently as required
- Great interpersonal skills, comfortable speaking with clients in a friendly and professional manner
- Demonstrates compassion and empathy during emotional telephone calls
- Have an appreciation and respect for animals and the values of CHS
- Punctual and reliable
- Basic computer knowledge, familiar with Microsoft Outlook and Office programs
- Previous customer service experience considered an asset

How to apply

CLICK HERE TO APPLY!

Closing date: Position will remain open until successful candidates have been placed

Calgary Humane Society sincerely appreciates your interest in volunteering for our organization. Please note that only candidates who are selected to participate in the interview process will be contacted.