



Join the team!

Calgary Humane Society is a dynamic, non-profit organization whose purpose is to create a more humane world. As an organization, we act with **Compassion**. We work hard to build **Trust**. And we thrive through **Collaboration**. We take pride in fostering an open, inclusive, creative, and supportive environment.

If your beliefs and values align with ours, we welcome you to apply for any open positions we have on our team.

Calgary Humane Society is an equal opportunity organization. We welcome diversity and appreciate the value of the broad range of perspectives we see from different backgrounds and experiences.

Position Title:

Call Centre Attendant/Dispatcher – Part Time

Thursday & Friday 10:30AM to 7:00PM | 15 hours per week | \$17.28/hour

***This position may be combined with the Receiving Attendant role for candidates who meet the requirements of both positions. Please indicate in your cover letter if you are applying for both roles.**

Reporting to the Director of Operations and Enforcement, CHS Call Centre Attendants/Dispatchers serve our patrons and supporters by providing information about the Society and its programs, answering questions, transferring calls, and recording and dispatching animal cruelty and neglect complaints.

Duties:

- Provide exceptional customer service to all callers
- Accurately record and dispatch animal cruelty and neglect concerns
- Monitor field staff per Peace Officer safety protocols
- Provide information to callers in a knowledgeable and proficient manner
- Log calls
- Effectively communicate to resolve customer concerns
- Transfer calls to other departments
- Input and access information using PetPoint shelter database
- Clean, feed, and provide enrichment for Call Centre foster cats
- Assist other departments with administrative and/or other duties (including assisting with cleaning and feeding of shelter animals when required)
- Compose transcripts from Peace Officer interviews
- Other duties as assigned

Position Requirements:

- Minimum high school diploma
- Previous experience working in a call centre environment or reception position required
- Flexible and non-judgmental approach to callers with the ability to remain objective while receiving detailed and explicit information about cruelty and neglect complaints
- Effective listening skills
- Geographical knowledge of the city of Calgary and surrounding areas
- Genuine concern for the welfare of animals
- Ability to work as part of a team or independently as required
- Intermediate knowledge of Microsoft Office with accurate and efficient keyboarding skills
- Ability to communicate effectively, both verbally and in writing (a written competency assessment may be included as part of the interview process)
- Previous experience working in PetPoint and knowledge of the Alberta Animal Protection act an asset
- Strong interpersonal skills and the ability to deal with a diverse range of people
- Excellent organizational skills and the ability to manage a wide range of tasks and competing priorities
- Successful candidate will be required to provide a criminal record check at their own expense to be arranged by CHS
- Physically capable of, and comfortable handling a variety of species including but not limited to: cats, dogs, rabbits, birds, reptiles, and rodents
- Flexibility to work overtime as required
- Physically capable of lifting up to 40 lbs
- Ability to sit for long periods of time

Closing date: May 29, 2023

Please submit your cover letter and resume, indicating the job title in the subject line, 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.