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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.

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### **Position Title:**

## **Adoption Counselor – Full-Time**

**36 hours / 4 days per week**

Reporting to the Team Lead of Adoptions, our Adoption Counselors are committed to matching our animals with suitable homes and educating potential adopters about the time, commitment, and expectations of responsible pet ownership. In addition to Adoption Counselor shifts, this role also covers shifts in both the Pet Gear Store and Reception as required.

### **Adoption Duties:**

- Greet all visitors to CHS warmly and professionally
- Provide information about shelter operations including; special events, programs, volunteering, and information on how to adopt
- Facilitate adoption appointments by helping to connect adopters to animals available for adoption
- Conduct Q&A appointments and virtual meet and greets for foster animals over Zoom
- Write animal biographies and take photos of adoptable animals for the CHS website
- Complete adoption contracts and other related paperwork
- Respond to telephone and email inquiries from potential adopters
- Assist with special events and off-site outreach and adoption events
- Daily departmental maintenance to include cleaning and organizing the adoption areas and work stations
- Maintain hygiene standards in adoption areas
- Assist with putting away donations and laundry
- Support Adoptions Supervisor and Adoptions Team Lead with volunteer engagement efforts
- Other duties as assigned

### **Pet Gear Store:**

- Greet customers, volunteers, and visitors warmly and professionally
- Provide directions to different areas of the shelter
- Provide information about products for sale
- Fit harnesses, collars, crates, and other accessories
- Ring in purchases, donations, and membership fees
- Provide information to customers over the phone and via email
- Assist with Behaviour class registration
- Day end transaction balancing

### **Reception:**

- Transfer calls or announce visitors to other staff
- Provide patrons with directions to different areas of the shelter
- Provide information about shelter operations including; special events, programs, volunteering, and information on how to adopt an animal
- Assist with putting away donations and laundry
- Other duties as assigned

**Position Requirements:**

- Minimum high school diploma
- Flexibility to cover a variety of weekday, weekend, and evening shifts as well as the ability to cover shifts on short notice when required
- Minimum two years' experience working in a retail environment providing exceptional customer care
- Genuine concern for the welfare of animals
- Professional or volunteer experience working with animals a definite asset
- Ability to work as part of a team or independently as required
- Intermediate knowledge of Microsoft Office
- Ability to communicate effectively, both verbally and in writing (a written competency assessment may be included as part of the interview process)
- 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 perform repetitive motions of: sitting reaching, lifting, squatting, bending, pulling, and walking

**Annual Salary:****\$32,348.16****Perks & Benefits:**

- 100% employer paid health and dental benefits for employees and their dependents
- Wellness Spending Account
- Vision coverage
- Paid vacation, sick time, wellness days, and paid day off on your birthday
- Matching RSP
- Professional development opportunities
- Discounts on CHS products and services, including adoption fees
- Access to Employee and Family Assistance Program
- Access to reduced rate counseling services

**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.**