



Join the team!

Calgary Humane Society (CHS) is a dynamic, non-profit organization whose mission is:
Protect Animals. Support People. Create a More Humane World.

As an organization, we value Compassion, Commitment, Courage, and Collaboration and 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.

Position Title:

Admissions Supervisor – Full Time

Tuesday-Saturday. 9:00AM-5:00PM; 11:00AM-7:00PM

Reporting to the Admissions and Foster Manager, the Admissions Supervisor works with Admissions Counselors by providing leadership and coaching, employee training, and development to the Admissions Counselors as well as exceptional customer service to our valued foster parents and Admissions clients

Duties:

- Set a positive example for other members in the department by maintaining a positive attitude, being an active participant in maintaining morale, and by completing all tasks to a high standard.
- Assign duties to the Admissions team members as needed.
- Follow and uphold shelter policies and protocols.
- Provide feedback, support, and assistance with implementing initiatives the Manager and Director have set in place.
- Be active in resolving problem areas and report concerns to the Manager.
- Provide ongoing performance feedback to the Admissions Counselors
- Assume the responsibilities of the Admissions and Foster Team Manager in their absence including but not limited to attending meetings, authorizing time sheets, writing and reviewing standard operating procedures.
- Support Manager and Director with implementation and execution of intake diversion programs and protocols.
- Greet members of the public, foster parents and volunteers warmly and professionally.
- Promote strong working relations between staff and foster families and volunteers.
- Assist and educate members of the public with regards to surrendering, Emergency Boarding/pet Safekeeping, reporting animal cruelty or concerns with regards to the APA, appropriate alternatives as necessary.

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- Complete intakes appropriately, including animal handling, paperwork, compassionate client support, etc.
 - Complete outcomes appropriately, including return to owners or transfers out.
 - Attend special events including Adoption Events, Dog Jog, Christmas Party for the Animals, and Cocktails for Critters
 - Ensure effective communication between all CHS departments.
 - Perform closing duties, security checks, and animal rounds.
 - Daily department maintenance including cleaning of admissions area and other areas as required.
 - Cross train with the Foster team to provide support to the Foster Floor Supervisor, and team when necessary.
 - Assisting members of the public with pet cremation.
 - Assist with animals in special training programs to include enrichment and stress reduction, including assigning staff to enrichment activities as outlined by Animal Health, Behaviour or Case Management teams.
 - Any other duties as assigned.

Position Requirements:

- Minimum high school diploma or equivalent.
- Ability to attend shifts onsite.
- Minimum 1-year supervisory experience managing a team size of 8 individuals or more.
- Valid Class 5 Driver's License with a clean driving abstract.
- Flexible and non-judgmental approach to people and work; balancing an empathy with personnel and an understanding of their needs with the needs of the organization.
- Ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others.
- Genuine concern for the welfare of animals.
- 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.
- Able to safely and comfortably handle a variety of species including but not limited to: cats, dogs, rabbits, birds, reptiles.
- Flexibility to work overtime as required.
- Handling, moving, lifting, and pulling equipment and animals up to 40lbs.
- Repetitive motions of sitting reaching, lifting, squatting, bending, pulling.
- Ability to inspire and motivate others.



Join the team!

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- A positive can-do attitude.
 - Previous experience in a in a non-profit organization a definite asset.

Annual Salary:

\$40,000.00

Benefits & Perks:

- 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.
- A commitment to accessibility and accommodations for different needs.

Closing date: Posting will remain open until a suitable candidate is found

We encourage applicants from diverse backgrounds to apply. 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.