



Join the team!

Calgary Humane Society 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:

Adoption Counselor – Full-Time

36 hours per week | Wednesday/Thursday/Friday 9AM-7PM & Saturday's 8AM-6PM

Reporting to the Manager 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.

Duties:

- Greet all visitors to CHS warmly and professionally.
- Provide information to visitors 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.
- 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 on and offsite events and off-site outreach and adoption events.
- Daily departmental maintenance includes cleaning and organizing the adoption areas and workstations.
- Maintain hygiene and safety standards in adoption areas.
- Assist with putting away donations and laundry.
- Support the Adoptions Floor Supervisor and Manager of Adoption with volunteer engagement efforts.
- Assist patrons with store purchases including fitting harnesses, collars, crates, and other accessories.
- Provide coverage for reception.
- Ring in purchases, donations, and membership fees.
- Day end transaction balancing.



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- Other duties as assigned.

Position Requirements:

- Minimum high school diploma.
- 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 is a definite asset.
- Ability to work as part of a team or independently as required.
- Intermediate knowledge of Office 360.
- 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, and rodents.
- 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

Annual Salary:
\$32,348.16

Benefits & Perks:

- 100% employer paid health and dental benefits for employees and their dependents
- Annual wellness Spending Account
- Vision coverage
- Paid vacation, sick time, wellness days, and paid day off on your birthday
- Matching RSP
- Personal and 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

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