



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:

Animal Admissions Counsellor – Full Time

**9:00am to 5:00pm and 11:00am to 7:00pm Shift Rotation | 37.5 hours per week
Thursday to Monday**

Reporting to the Manager of Animal Admissions & Foster, Calgary Humane Society Animal Admissions Counselors are responsible for processing the intake of animals into the organization, educating and offering resources to the public in order for them to keep their animals in their home, answering incoming calls and emails from the public relating to the surrendering of an animal, assisting foster parents picking up and dropping off animals, and transporting animals to and from veterinary clinics across the city.

Duties:

- Provide exemplary internal and external customer service
- Actively manage emotional situations in a respectful, supportive, and professional manner
- Provide patrons with professional, compassionate service in person, over the phone, and through email
- Provide callers and patrons with additional resources and alternatives to relinquishment using a non-judgmental and compassionate approach
- Assess and triage intakes
- Enter all intake information into the shelter database management system in accordance with CHS policies
- Trace and confirm animal identification (e.g. tattoos and microchips)
- Complete related paperwork including kennels cards, intake profiles, and foster care profiles
- Accept animal remains for cremation
- Work closely with the foster program team members and assist foster parents with

booking foster returns, pick-up and drop off of foster animals, and responding to telephone and email inquiries

- Maintain records for the Pet Safekeeping and Emergency Boarding programs
- Maintain records and support and assist with animal transfer program.
- Process cash, debit, and credit card payments and/or donations
- Conduct opening and closing duties
- Daily department maintenance including sorting of animal supplies dropped off with surrendered animals, cleaning crates, and cleaning and disinfecting of office area and work stations
- Assist with cleaning and setting up kennels for animal intakes when required
- Transport animals to and from external veterinary appointments, pick up strays from veterinary clinics, and transport animals to transfer locations
- Act as an ambassador for the society both internally and with external partners and stakeholders
- Promote a culture of volunteer engagement by building and maintaining relationships with volunteers, participating in volunteer recognition (including monthly and annual volunteer awards), and teamwork
- Promote a culture of philanthropy by building and maintaining relationships with donors and participating in donor stewardship
- Maintain a culture of positivity and openness through face to face communication. active listening and collaboration
- Promote teamwork and comradery by taking initiative to assist teams outside of designated department when help is needed
- Other duties as required

Position Requirements:

- Minimum high school diploma
- Minimum one year of professional experience working with animals (e.g. vet clinic, animal shelter, boarding facility)
- Exceptional interpersonal skills with the ability to approach sensitive and emotional situations using a flexible, compassionate, and non-judgmental approach
- Dependable and dedicated to completing assigned tasks and meeting deadlines
- Adaptable to changing priorities and requirements in a fast-paced environment
- Self-motivated
- Strong conflict management and teamwork skills
- Intermediate knowledge of Microsoft Office including Word, Excel, Outlook, and PowerPoint
- Genuine interest in the welfare of animals and values congruent with the organization
- Successful candidate will be required to complete a police information check at their own expense to be arranged by CHS
- Valid Class 5 Drivers License and clear 3 year driver's abstract
- Flexibility to work overtime as required



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Physical Requirements:

- Comfortable with and physically capable of handling and working with a variety of species, including but not limited to dogs, cats, reptiles, rodents, rabbits, and birds
- Handling, moving, lifting, and pulling equipment and animals up to 40lbs
- Ability to perform repetitive motions of sitting reaching, lifting, squatting, bending, pulling, and walking

Annual Salary:

\$33,696.00

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
- 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.