



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:

Animal Admissions Counselor – Temporary Full-Time

8-week term position | 35 hours per week | \$17.00/hour + 6% vacation pay

Shifts will consist of 9am-5pm and 11am-7pm on weekdays and weekends.

Reporting to the Manager, Intake and Foster, CHS Animal Admission Counselors are responsible for processing the intake of animals into the organization, educating, and offering intake diversion resources to the public, answering incoming calls and emails from the public, 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 sometimes emotional situations in a respectful, compassionate, 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.
- Complete related paperwork and tasks for the department including kennels cards, intake profiles, and foster care profiles.
- Accept animal remains for cremation.
- Work closely with the foster team and assist foster parents with booking foster returns, pickup and drop off of foster animals, and responding to telephone and email inquiries.
- Maintain records for the Pet Safekeeping and Emergency Boarding programs.

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- Maintain records and support and assist with transfer program.
 - Process cash, debit, and credit card payments and/or donations.
 - Conduct opening and closing duties.
 - Daily department maintenance includes sorting of animal supplies dropped off with surrendered animals, cleaning crates, and cleaning and disinfecting of office area and workstations.
 - Assist with cleaning and setting up kennels for animal intake when required.
 - Transport animals to and from external veterinary appointments, pick up strays from veterinary clinics, and transport animals to transfer locations.
 - Other duties as required.

Canada Summer Jobs Grant:

In anticipation of wage subsidies through the Canada Summer Jobs Grant, successful candidates must:

- Be between the 15 and 30 years of age at the beginning of the employment period;
- Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment; and,
- Have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

Each year, the Government establishes National Priorities for the Canada Summer Jobs program to reflect Canada's diverse population and evolving needs.

To improve labour market outcomes for youth, including those facing unique barriers to employment, for 2024 the Canada Summer Jobs program has established 5 National Priorities. Calgary Humane Society is proud to support 2 of the National Priorities and we welcome and encourage applications from qualified candidates who represent the following:

1. Youth with disabilities
2. Youth that are underrepresented in the labour market, including black and other racialized youth, Indigenous youth, 2SLGBTQI+ youth.

In addition to the above requirements the following position requirements also apply:

- Minimum high school diploma.
- Minimum one year of professional experience working with animals (e.g. vet clinic, animal shelter, boarding facility).
- Class 5 drivers license with a clean 3 year drivers abstract.



Join the team!

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- Exceptional interpersonal skills with the ability to approach sensitive and emotional matters 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.
 - Flexibility to work overtime as required.
 - 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.

Physical Requirements:

- Able to safely and comfortably handle a variety of species including but not limited to: cats, dogs, rabbits, birds, reptiles
- Handling, moving, lifting, and pulling equipment and animals up to 40lbs
- Repetitive motions of sitting reaching, lifting, squatting, bending, pulling

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 summer.jobs@calgaryhumane.ca

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