



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:

**Store and Reception Attendant – Temporary Full-Time
8-week term position | 35 hours per week | \$17.00/hour + 6% Vacation Pay**

Reporting to the Manager of Adoptions, the Store and Reception Attendant is the first and last point of contact for all visitors to Calgary Humane Society. This role works collaboratively with Adoptions, Volunteer Resources, Reception, and the Pet Gear Store, to provide excellent customer service and to build and maintain strong relationships with adopters, volunteers, donors, and members of the public.

Duties:

- Provide excellent customer service to visitors, donors, adopters, volunteers, and patrons while greeting them warmly and professionally.
- Champion CHS values of Compassion, Commitment, Courage, and Collaboration in your everyday work
- Maintain a culture of positivity and openness through face-to-face communication.
- 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.
- Provide leadership and support to volunteers and foster parents when needed.
- Volunteer management of the store and reception volunteers including recruiting, screening, onboarding, training, and supervision of these volunteers.
- Provide patrons with information on CHS programs and initiatives well as directions to public areas.
- Transfer calls and professionally announce visitors to other staff.
- Assist with incoming donations including sorting donations and thanking our generous donors.
- Assist all areas with closing duties including cleaning, feeding, animal handling, and administration.

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- Provide information about products for sale at the Pet Gear Store and perform the following store duties:
 - 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.

 - Assist other departments with administrative tasks including:
 - Surgery and seminar reminders and confirmation.
 - Onboarding volunteers and foster parents
 - Answering general inquiries.
 - Scanning, organizing, and filing documents and records.
 - Other administrative duties as assigned.

 - Provide reception coverage and support as follows:
 - Greet customers, volunteers, and patrons, warmly and professionally.
 - Provide visitors with directions to different areas of the facility.
 - Provide members of the public with guidance for our adoptable animal rooms.
 - Transfer calls and announce visitors to other team members.
 - Provide information about shelter operations including special events, programs, volunteering, and information on how to adopt an animal.
 - Assist with putting away donations and folding laundry.
 - Assist with keeping the reception area clean and tidy.
 - Provide assistance and support to all Volunteers.

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.



Join the team!

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 or equivalent.
- Ability to attend shifts onsite.
- 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, 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.

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.