



Operations Team Member

The Edmonton Humane Society (EHS) is a non-profit charitable organization that is committed to helping homeless and abused companion animals. If you are seeking a rewarding position where you are able to make a difference every day, then we invite you to apply for the role of Operations Team Member and join our growing, dynamic team.

The Operations Team provides a high level of care and humane treatment to animals, while adhering to shelter policies and procedures. Operation Team Members are responsible for providing customer service during operational hours and must have extensive knowledge of the shelter. The Operations Team is comprised of individuals who excel in a group environment but are also able to work independently, have a strong work ethic and display initiative. This role is also the main point of contact for customer inquiries and/or concerns. The ideal candidate is someone with customer service and computer skills, enjoys being in a public facing role, and has prior experience caring for animals in a professional setting. A breakdown of the job duties and requirements is as follows:

Duties:

- Educate adopters about animals care needs and answer customer questions and concerns
- General administrative duties; including data entry, payment processing, identification traces and communication with external agencies
- Daily feeding and cleaning of all shelter animals, including but not limited to: cats, dogs, small and exotic animals
- Adhere to OHS and EHS policies and procedures, including following disease management protocols and wearing Personal Protective Equipment as required
- Assist customers in the identification of successful adoption matches
- Collaborate with other departments on various internal and external shelter events
- Work with medical/behaviour departments to ensure animal needs are met
- Admit animals from external agencies as well as Animal Care and Control Transfers
- Admit owner surrenders (surrender, euthanasia, cremation) and collect animal behaviour history where applicable
- Communicate information effectively to partnering departments and stakeholders

Job Requirements:

- Completed High School diploma or equivalent
- 0-2 years of prior customer service experience in a fast-paced environment
- Experience in Microsoft Word (applicants may be tested), with the ability to learn new software as needed
- Excellent communication skills, both verbal and written
- General knowledge or past work experience with animals is considered an asset
- Driver's License is considered an asset

Conditions of Work:

The nature of this work is subject to varying posts and assignments, weekend hours as well as a set schedule of 12 hour shifts. Exposure to animals or odors emanating from animals, exposure to potentially violent, unruly and sick, diseased and parasitic infested animals and infectious fluids and materials; and exposure to irate and/or aggressive individuals. Applicants must be physically fit as it requires moderate lifting of 25-50 pounds and periodically handling/moving of objects in excess of 50 pounds.

Wage/Hours:

Wage: \$12.20 per hour, with health benefits available after 3 months of employment
Hours: 12 hour days – must be flexible and able to work partial weekends, evenings, and occasional overtime

Please apply with cover letter & resume to hr@edmontonhumanesociety.com.

The Edmonton Humane Society appreciates and considers all resumes received but will only be contacting those applicants who have been selected for an interview.