Supervisor, Animal Care & Client Relations

The Edmonton Humane Society (EHS) is a non-profit charitable organization that is committed to helping homeless and abused companion animals. We are currently offering an opportunity to work in an industry leading animal shelter as Supervisor, Animal Care & Client Relations. This position reports to the Manager, Animal Care & Client Relations, and is responsible for overseeing the day to day operations of the Animal Care & Client Relations team, including adoptions, kennel care, admitting, and related programs. The Supervisor is responsible for ensuring team members are providing superior animal care, meeting all cleaning standards, and providing a positive customer experience.

Duties:
- Supervise staff, effectively assigning duties to ensure all tasks are completed to established standards
- Train and manage new and existing staff to develop a high-performing team
- Schedule employees, coordinating shift exchanges, time off requests and other scheduling needs
- Coordinate special programs (e.g. transfers)
- Serve as escalation point for more involved customer concerns to ensure positive customer experience
- Liaise with other departments and external organizations to coordinate programs, practices, and plans for exceptional situations
- Assist in the preparation of the budget for the work area
- Align department goals with organizational goals by developing and implementing standard operating procedures, training programs, and other new programs and policies
- Other related duties as assigned

Job Requirements
- Diploma or degree in business, public relations, humanities or a related field. Equivalent experience will be considered.
- 2+ years’ experience in a supervisory/leadership role
- 2+ years’ experience in a customer service role
- Strong customer service, negotiation, leadership, organizational, interpersonal, communication and analytical skills are a must, along with a strong attention to detail
- Ability to work and lead a team in a fast paced environment and multi-task with minimal supervision
- Experience working in an animal care environment would be considered an asset
- Knowledge & familiarity with all companion animals would be considered an asset
- Experience in policy and program development would be considered an asset

Hours/Wage
- Wage will be commensurate with education and experience
- 40 hours per week, between the hours of 7:30am-5:30pm. Sunday through Wednesday

Please email your cover letter and resume, including your salary expectation, to HR@edmontonhumaneociety.com by 11:59PM on Sunday, July 9th, 2017.

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