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Client Relations Representative, Animal Care

The Edmonton Humane Society has been an animal welfare leader in the Edmonton community since 1907. We are more than a shelter and a safe haven for the thousands of animals in our care each year. We play a key role in the Edmonton region by enriching the lives of people and their companion animals not only through our sheltering, but through our programs, services and community engagement.

Reporting to the Team Lead, Client Relations & Training, our Client Relations team are committed to matching animals with suitable homes, owner surrender appointments, working collaboratively with all departments and external stakeholders to achieve a high standard of client relations for the Animal Care department.

Duties:

- Provide information about shelter operations including; special events, programs, volunteering, and information on how to adopt
- Discuss with Adopters and make the best possible match between adopters and animals available for adoption
- Complete adoption contracts, licensing applications, and other related paperwork
- Book surgery appointments
- Assist with special events
- Daily department maintenance to include cleaning and organizing areas and work stations
- Support the Animal Care department with general activities, acting as back-up on processes as needed
- Other duties as assigned

Job Requirements:

- Completion of high school diploma
- Minimum three years' experience in customer service
- Knowledge of and/or experience in animal welfare field
- Excellent computer skills, preferably with proficiency in MS Office Suite
- Ability to work independently with minimal supervision
- Ability to multi-task and work within timelines
- Ability to communicate effectively both orally and in writing
- Strong problem solving and analytical skills
- Ability to anticipate needs and see opportunities for growth and improvement
- Ability to build and maintain relationships with volunteers, stakeholders and organizations
- Knowledge of Volgistics, Shelter Buddy, Biostar, Moodle, and/or Eventbrite systems is an asset
- First aid certification is an asset
- Driver's license (Class 5) is an asset

Wage/Hours:

Wage: Commensurate based on education and experience. Compensation for applicants internal to EHS will be determined in accordance with EHS' compensation guidelines.

Hours: 40 hours per week, some evening and weekend work required. Schedule to be determined.

Please apply with cover letter and resume, including your salary expectation, to hr@edmontonhumanesociety.com by 11:59PM on October 05, 2018. This posting may be used to fill additional future vacancies.

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

The Edmonton Humane Society enriches the lives of people and companion animals through animal sheltering, programs and services, and community engagement.