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Team Member, Animal Care and Client Relations

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.

As an Animal Care Team Member, you are committed to ensuring the humane treatment of companion animals in the care of the shelter, while ensuring adherence organizational policies, procedures and best practices. In this role you will be responsible for ensuring a high standard of customer service is maintained while providing information to customers and members of the public about our operations, programs and services. As part of a dynamic and responsive team, you will be a key member who is able to excel in a group environment and are also able to work independently. A breakdown of the job duties and requirements is as follows:

Duties:

- 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 when required
- Provide information and education to customers and potential adopters regarding animals in care, animal care needs and programs and services offered by the shelter
- Be an EHS ambassador by educating the public about animal welfare issues and topics as well as communicating the philanthropic efforts of the society
- Highly accurate and efficient processing of animal and adopter file management information, payment processing, other relevant documentation as well as communication with external agencies
- Collaborate and support the broader EHS team of staff and volunteers to ensure a high standard of experience is realized by the animals in our care and visitors to the shelter
- Provide compassionate and non-judgemental support to the intake, care of and adoption of animals in care, including those from civic and county agencies, animal rescues and shelters, as well as members of the public

Job Requirements:

- Completion of High School diploma or equivalent
- Prior customer service experience in a fast-paced environment
- Excellent communication skills, both verbal and written
- Experience in Microsoft Office Suite with the ability to learn shelter specific computer systems and programs
- General knowledge or past work experience with animals is considered an asset
- Standard First Aid and CPR training is considered an asset
- Driver's License is considered an asset

Conditions of Work:

- Work at a computer for extended periods of time to include repetitive typing, arm and hand motion.
- Perform strenuous physical labor including bending, stooping, reaching, lifting
- Must be able to lift upwards of 50 pounds
- Must be able to work with physically strong or challenging animals
- Must be available for shifts upwards of 12 hours and with a variety of days of the week which may include weekends, nights and statutory holidays

Wage/Hours:

Wage: \$15.00 per hour, with health benefits available after 3 months of employment
Hours: Shifts up to 12 hours per day with flexibility to work weekends and evenings

Please submit your resume and cover letter, including your salary expectation, to The Edmonton Humane Society. We will be accepting resumes until a suitable candidate is found.

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.