EDMONTON HUMANE SOCIETY

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www.edmontonhumanesociety.com

Creator of Fun (Casual)

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.

Do you enjoy organizing and hosting events? The Edmonton Humane Society is looking for a creative, enthusiastic, well-organized individual to join our team as a Creator of Fun. This individual will be responsible for coordinating and hosting birthday parties, courses, and other events.

Job Description:

- Assist with planning, preparation and logistics of special programs, including preparation of facility & resources, and creation of activities.
- Facilitate or assist with facilitation of weekend, evening and school holiday classes, birthday parties, and other events ensuring consideration of leading practices in education and children's programming.
- Represent EHS as event host, sharing knowledge of EHS and its vision, mission, values and initiatives, while modelling these values in all interactions and behaviours.
- Clean up after programs and provide feedback on program successes and challenges to the Humane Education team.
- When onsite, assist with the care, feeding, and socialization of program animals.

Job Requirements:

- Completion of high school diploma or equivalent.
- Minimum 2 years' experience in a customer service role; experience in recreation, child care, or an education setting is preferred.
- Minimum 1-year experience working with children in a group setting.
- Comfort and prior experience in handling cats, dogs, and small animals.
- Must possess strong leadership skills and be able to lead guests in a fun, professional, respectful, and positive manner.
- Must be flexible and able to work independently with little supervision.
- Ability to possess dependable transportation.
- First Aid and CPR training is strongly preferred.
- Must have clean Vulnerable Sector Check.
- Required to work evenings, weekends and holidays as needed.

There will also be opportunities to pick up shifts as a Customer Service Representative at Bingo's Pet Shop located inside the Edmonton Humane Society. The duties at Bingo's include:

- Support pet parents and adopters in purchasing quality products by identifying and assessing pet parent's needs, to achieve satisfactions.
- Build sustainable relationships and trust with customers through open and interactive communication.
- Provide accurate, valid and complete information by using above-standard customer service skills and tools.
- Handle customer complaints provide appropriate solutions and alternatives in a timely manner; follow up to ensure resolution provides customer satisfaction.
- Become an expert with products and layout of merchandise to assist clients with ease and enhance the buying experience.

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- Process daily sales run day end and reports.
- Assist clients to vehicle if required (cat trees, etc.).
- Price merchandise, stock shelves, ensure store continues to uphold the brand of EHS.
- Coordinate custom orders for customers, review order book daily and make the appropriate connections with internal and external stakeholders.
- Provide a high level of customer service through face-to-face interactions, email and phone calls.
- Ensure EHS standards for quality, customer service, health and safety are always met.
- Clean and preserve an image of excellence in all areas of the store including the front end of store register area, display cases, shelves and floor.
- Maintain compliance with EHS policies and procedures and represent the EHS standards of professionalism.

Wage & Hours:
Wage: Commensurate based on education and experience.
Hours: Hours of work will vary based on program needs, typically ranging from 4-16 hours per week, with evening and weekend work required. As such, some flexibility is necessary.

Please apply with cover letter and resume, including your salary expectation, to hr@edmontonhumanesociety.com. Position will remain open until a suitable candidate is found.

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