

Team Member, Animal Care and Client Relations

ABOUT EHS

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 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.

The Role

The Animal Care and Client Relations Team ensures a high level of care and humane treatment to animals, while adhering to shelter policies and procedures. Team members are responsible for providing customer service and assisting with adoptions and/or admitting during operational hours and must have extensive knowledge of the shelter. The 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.

Key Roles & Responsibilities

This position is responsible for a variety of functions as follows:

- Providing excellent customer service and educate adopters about animal care needs and answer customer questions and concerns
- Assist customers in identification of successful adoption matches
- Assist with adoption paperwork, interviews, meet & greets between animals and adopters, as well as adopters animals and shelter animals.
- Daily feeding and cleaning of all shelter animals
- Work with different departments such as medical, behaviour and community engagement on daily basis
- General administrative duties: including data entry, payment processing and identification traces.

Education and Requirements

- High School Diploma or equivalent



Skills and Abilities

As the ideal candidate, you will have a passion for people, performance and diversity (and of course animal welfare). You are a trusted, ability to multi-task with excellent customer service skills.

Compensation/Hours

Compensation: EHS offers a competitive Not-For-Profit compensation package which includes a comprehensive benefits package, and a strong work-life balance.

Hours: 40 hours a week; however, is expected to work hours as required to fulfill department responsibilities. Some evenings and weekends may be required.

How to Apply:

If you are looking for a rewarding career in an exciting fast paced environment, then we invite you to forward your resume and salary expectations, in confidence, by email to hr@edmontonhumanesociety.com

The Edmonton Humane Society is an equal opportunity employer and we thank all applicants for submitting their resume. However, only those candidates considered for employment will be contacted.