

## **Program Administrator Full-Time Permanent**

### **About EHS**

The Edmonton Humane Society has been an animal welfare leader in the Edmonton community since 1907. We are a safe haven for thousands of animals in our care each year. EHS plays 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**

Reporting to the Director, Donor and Stakeholder Relations, the Program Administrator is responsible for the day-to-day logistics and delivery of the volunteer program at EHS. This position supports the volunteer program through effective administration and office support ensuring the successful integration of role-based volunteers into the organization.

### **Key Roles & Responsibilities**

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

- Provide administrative support for volunteer programs (e.g., orientation, training, recognition)
- Update, revise and manage department files, records and databases (e.g., program manuals, training modules, role descriptions, applications)
- Update, revise and manage volunteer information (e.g., contact information, waivers, police checks, education and training certifications, schedules, service hours)
- Assist volunteers with sign in and self-serve aspects of the volunteer database and related platforms, applications and tools designed for volunteer use
- Day to day responsibility for responding to volunteer needs by phone, email and in person interactions

### **Education & Experience**

- Post-secondary education in a related field and/or equivalent combination of education and experience
- A minimum of 2 years of administrative experience working in a service orientated environment with demonstrated customer service skills

### **Skills & Abilities**

As the ideal candidate, you have a passion for people (including volunteerism), performance and diversity within the lens of animal welfare. You have strong interpersonal communication skills including written and oral proficiency, and have the ability to work in a computerized environment with a variety of software and database programs.

In addition, you will possess strong time management skills, the ability to work independently and as a part of a team, and have exceptional 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 and 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](mailto: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.*