

Animal Operations Specialist and Retail Support 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 Supervisor, Animal Care, the Animal Operations Specialist and Retail Support position is responsible for providing support to the Animal Care, Adoptions and Admitting departments and providing regular support to Bingo's retail operations.

Key Roles & Responsibilities

Animal Care, Adoptions and Admitting

- Daily feeding and cleaning of cat, kitten, dog and small animal wards, including canine hospital and URI wards
- Answer phone calls/emails and greet clients that walk in and help with inquiries they may have
- Educate adopters and answer questions and concerns regarding animal care needs
- Communicate with other departments in a professional and respectful manner regarding animal needs
- Take photos/videos of animals for adoption profiles
- Socialize with cats, walk dogs and provide in kennel enrichment

Shelter Support

- Provide assistance with ensuring laundry is washed and dried as required
- Provide assistance with washing the dishes
- Place up of cats/dogs/small animals for adoption on the adoption gallery
- Entering care requests for animals as required
- Completing feeding/cleaning record sheets for each animal
- Review and maintain accurate Shelter Buddy and Adopets records
- Cleaning and organizing animal kitchen, rescue shed, storage area, wash bay and grooming room

Retail Support

- Work at Bingo's Pet Shop; greet and assist customers in a professional and friendly manner
- Perform retail transactions; balance and cash out as required
- Perform inventory counts



Education & Experience

- High School Diploma or Equivalent
- Minimum one (1) year relevant experience
- Minimum one (1) year of experience interacting with dogs and cat

Skills & Abilities

As the ideal candidate, you will have a passion for people, performance and diversity (within the lens of animal welfare). You have excellent communications skills (both verbal and written), with the ability to work independently and in fast paced environment. You are comfortable dealing with animals of all species and temperaments and have a strong understanding of emergency response protocols, with the ability to remain calm and empathic in stressful situations.

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

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.