EDMONTON HUMANE SOCIETY

EVOLVE. ENHANCE. ENGAGE.

Adoptions Host
Full-Time Permanent

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 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.

The Role

Reporting to Supervisor Adoptions, the Adoptions Host greets customers and other EHS staff members in a friendly and professional manner, providing assistance where required, including answering telephone calls, voicemails and emails, booking appointments and maintain records daily.

Key Roles & Responsibilities

- Provide excellent customer service and educate adopters about animal care needs and answer customer questions and concerns
- Answer Adoption phone calls and emails in a timely and professional manner
- Review and maintain Shelter Buddy and Adopets records for accuracy
- Review adoption applications
- Book clients in for meet and greets and adoption appointments
- Communicate information effectively to partnering departments through proper forms and protocol

Education and Requirements

- High School Diploma or equivalent
- Minimum three (3) months of reception and/or customer service experience
- Computer Skills (basic proficiency in MS Word, Excel, Outlook, and Internet)

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Skills and 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 a fast paced environment, and you are comfortable dealing with animals of all species and temperaments.

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.