

Team Member, Admitting 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 Admitting, the Admitting Team member handles all types of admitting appointments in a friendly and professional manner, providing assistance where required, including animal intake, booking appointments, answering telephone calls, voice mails and emails, liaising with Animal Care and Control, Edmonton Police Service, RCMP, Peace Officers, veterinary clinics, and other rescues/agencies.

Key Roles & Responsibilities

- Provide professional and compassionate customer service to all who work, visit, call, email, volunteer and donate
- Respond to admitting emails and reply in timely and professional manner
- Answer Admitting phones, record voicemails and return in timely and professional manner
- Maintain high level of confidentiality in all interactions
- Book admitting appointments
- Data entry
- Participate in all types of admitting appointments such as reclaims, strays transfer in/out, cremations, paw prints, DOA's , returns, owner surrenders , kitten co-op program and orphan kitten program and barn buddy adoptions
- Ensure admitting space remains clean , organized and restocked
- Report any observations of any changes in behaviour of animals

Education and Requirements

- High School Diploma or equivalent
- Minimum 6 months of reception and/or customer experience required
- Computer skills (basic proficiency in MS Word, Excel and Outlook and internet) is required.
- Animal Handling experience preferred

Skills and Abilities

As the ideal candidate, you will have a passion for people, performance and diversity (within the lens of animal welfare). Must have excellent communications skills (both verbal and written), with the ability to work independently and in fast paced environment and handle difficult situations. You are comfortable dealing with animals of all species and temperaments as well as animals that are deceased.



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.

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.