

Program Administrator, Community Outreach

Full time, Permanent

About Us

The Edmonton Humane Society (EHS) has been an animal welfare leader in the Edmonton community since 1907. We strive to be a model of excellence in the advancement of animal welfare and to lead the movement in creating a more humane world. EHS is a safe haven for thousands of homeless animals each year, providing veterinary treatment, behavioral rehabilitation, care, enrichment and rehoming. Beyond animal sheltering, we engage with the community through various programs and services to support happy, lifelong bonds between people and pets.

The Role

The Program Administrator, Outreach is responsible for execution and support for coordination of the community support programs including the Prevent Another Litter Subsidy (PALS) programs (in-shelter and mobile programs), Trap Neuter Release (TNR), Low Income Euthanasia, Pet Food Bank and Emergency Boarding Program. This role reports to the Outreach Program Coordinator.

Key Roles & Responsibilities

Administration

- Administer external EHS outreach programs and initiatives and provide support with planning and facilitating events and programs including but not limited to Prevent Another Litter Subsidy (PALS), Trap Neuter Return (TNR), Low-Income Euthanasia, Pet Food Bank and Emergency Boarding. This includes reviewing applications, booking, and coordinating appointments, administrative documentation, scheduling coordination with Operations and Medical departments, client service and coordination. Cross-over support with the Admitting department may be required.
- Develop and document procedures, policies and practices related to External EHS outreach programs to ensure consistency and excellence
- Support the Medical department with administrative tasks, acting as back-up on administrative processes as needed.

Other Community Outreach Duties

- Timely compilation of Monthly Medical Reporting
- Back up support for Admitting including animal intake during high season.
- Client service, including client communication, education, interaction, and coordinating intake of PALS and TNR animals including occasional travel to surrounding communities outside the city of Edmonton.

Education & Requirements

- High School Diploma
- Veterinary Office Assistant Program or Veterinary Medical Assistant training an asset
- Experience in customer service and program facilitation



Skills & Abilities

As the ideal candidate, you will have a passion for people, performance and diversity within the lens of animal welfare. You will have strong customer service, organizational and program facilitation skills. You should possess the ability to work independently and as part of a team in a fast-paced environment. You will have the ability to use good judgment, confidentiality and discretion while upholding high standards of performance and accountability in a multi-tasking environment.

In addition, you will have strong computer skills and be proficient in MS Office. Other skills you should offer are knowledge of and/or experience in the field of animal welfare with dedication to the humane treatment of animals. Prior experience working with dogs, cats, and small animals would be considered an asset.

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 on-site at the Edmonton Humane Society; 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, 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.