

Adoptions Host

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

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 Adopters 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 & 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)

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 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, 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.