



Supervisor, Admitting

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 Supervisor, Admitting within EHS will manage and audit the day-to-day operations of the Admitting Unit including intake, booking appointments for surrenders, agencies, cremation services, liaising with Animal Care & Control Centre, Edmonton Police Service, RCMP, Peace Officers, vet clinics and handling reclaims.

The Supervisor, Admitting will also provide support to the Animal Care and Adoption Program Areas as operationally required.

Key Roles & Responsibilities

Staff Management

- Coaching and developing staff through 1:1's, performance development conversations for Admitting staff members
- Perform investigations into incidents and performance when required, identify routes to effective resolution
- Identify and create an effective plan to continuously improve staff morale
- Supervising and assisting department specific volunteers and coordinating workflows

Interdepartmental Support

- Provide excellent customer service and education and answer customer questions and concerns
- Have an understanding and are fully trained in all areas of operations
- Staying highly visible to the public to answer questions open hours of operation
- Resolving the customer concerns or complaints received via email, phone, etc.; de-escalating the issues and requesting for third party help when required

Administration

- Review and maintain animal records on Shelter Buddy for accuracy
- Place and receive orders for shelter supplies and creating requisitions
- Create work orders in MaintainX
- Assisting in developing the budget and capital projects
- Daily open/close administrative duties including ordering/receiving shelter supplies
- Maintain a high level of confidentiality in all interactions
- Creating and ensuring SOP forms and health and safety regulations are current
- Responsible for completing reporting in Admitting-Agency billing



Liaise with Internal Departments and External Parties

- Communicating with other departments at EHS
- Communicating with external partners

Education & Requirements

- High school Diploma or Equivalent
- Supervisory training or post-secondary is an asset
- A minimum of six months of dog handling working experience (e.g., dog kennel, walking, grooming or daycare experience)
- A minimum of six months of reception and/or customer service experience
- A minimum of six months of supervisory or mentorship experience (equivalent skills will be considered)
- Computer skills (intermediate proficiency in MS Word, Excel and Outlook, and internet)

Skills & Abilities

As the ideal candidate, you have strong customer service skills and animal handling experience. You are comfortable handling all animals and including animals in distress or deceased animals.

Your passion is to coach and mentor staff members, while building a team that is engaged, productive and enjoy working together towards a common goal. You are able to work in a fast-paced environment and multi-task with minimal supervision. You are an excellent communicator, with a strong understanding of emergency response protocols, with the ability to remain calm and empathic in stressful situations.

You are comfortable and skilled in working with a culturally diverse staff, volunteers, and community.

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.