

The Winnipeg Humane Society – Job Posting # 2021-4-6

Date: October 4, 2021
Position Title: Adoption Counselor & CSR
Reports to: Director, Adoptions & Grants
Rate: \$13.01-\$17.10
Classification: Union
Hours: Friday 1pm – 7pm; Sunday 12pm- 6pm (12 hrs/week)
Days/Time of shifts could vary/change
Start Date: ASAP

Closing Date for Internal Candidates: October 8, 2021

Position is subject to a Criminal Record Check including Vulnerable Sector Search.

Position Summary:

The Adoption Counsellor is responsible for all customer service duties with special attention to encouraging adoptions and making successful matches between animals and adopters. They are often the first point of contact for clients visiting The Winnipeg Humane Society, and are responsible for greeting visitors, providing reception services, answering telephones, responding to emails, determining client needs and directing clients accordingly. The Adoption Counsellor has frequent contact with all visitors, staff, management, and volunteers, and should be professional and respectful to everyone they encounter.

Duties and Responsibilities:

1. Educate the public about our services and policies in a manner that is respectful and informative.
2. Promptly and courteously greet clients and determine their service requirements.
3. Answer telephone and return voicemail and email messages in a prompt and polite manner.
4. Process adoptions in their entirety and make sure animals go home with all relevant items and medications.
5. Develop knowledge about the other services provided by the WHS and find opportunities to match available services to interested clients.
6. Demonstrate a proficiency with computers and accuracy with data entry.
7. Perform animal maintenance (clean-up) in kennels & rooms as required.
8. Participate in social media videos or photos to help promote adoptable animals.
9. Keep all shared spaces organized and clean, especially the front desk.
10. Report to Adoptions Supervisors and follow their instructions.
11. Other duties as reasonably assigned

Standards of Performance:

1. Keeping the mission of the Winnipeg Humane Society in the forefront when performing job duties; as well as when representing the WHS both inside and outside of the shelter environment.
2. Efficiency and exemplary customer service are demonstrated in the accomplishment of assigned duties. High standards of customer service and respect for all a must.
3. Confidentiality is maintained on all matters pertaining to The WHS.
4. Effective and professional communication with customers, fellow staff, and volunteers on an ongoing basis. Respect for all is always maintained.
5. Exemplary level of care provided to all animals in accordance with The Winnipeg Humane Society's mission, policies, and practices.
6. Capacity to work effectively in a team environment. Tactful, supportive, and able to modify interpersonal style and behaviour to work effectively with others.
7. Demonstrate willingness and ability to operate within the confines of the protocols and policies as set by the WHS.

Abilities, Skills & Knowledge:

1. Excellent customer service skills a must; positive, pleasant attitude and good interpersonal skills.
2. Excellent communication skills, both oral and written.
3. Good organizational skills with attention to detail.
4. Ability to learn quickly and willingness to vaccinate, microchip, and perform various treatment techniques once trained.
5. Ability to work with others as part of a team.
6. Ability to lift and haul heavy bags and boxes up to 50 pounds.
7. Ability and confidence to work with animals of all sizes and strengths, including large and sometimes challenging dogs who are still working on becoming good canine citizens.
8. Ability to operate computers without assistance.
9. Mature, ability to work independently and use good judgment to solve problems.
10. Ability to take direction from Adoption Supervisors, Managers and Directors.

Education, Training & Experience

1. Minimum of Grade 12 or equivalent required,
2. More than six (6) months experience in customer service, retail and/or animal handling will be given priority.
3. An equivalent combination of education and experience will also be considered.

Accountability

Directly accountable to the Director, Adoptions & Grants.

Authority

Authority to perform all assigned duties and responsibilities within established policies and procedures.

Please email resume and cover letter to
Kristina Graham, Director, Adoptions and Grants
careers@winnipeghumanesociety.ca

Please quote the job posting number in your email subject line and in your cover letter.

NO PHONE CALLS PLEASE

We thank you for your interest, however only those applicants selected for an interview will be contacted.