

Winnipeg Humane Society – Job Posting #2022-11-1

Date: March 8, 2022
Position Title: Animal Advisor
Department: Intake
Reports To: Manager, Intake & Animal Care
Classification: Union
Pay Unit: \$13.17-\$17.32/hour
Hours: Casual
Days/times of shift could vary/change
Start: ASAP

Closing Date for Internal Applicants: March 13, 2022

This position is subject to a Criminal Record Check, including Vulnerable Sector Search

Position Summary:

The Animal Advisor is responsible for receiving animals brought into the Humane Society by the public and pet owners, reuniting lost pets with owners through lost and found reports, providing information and assistance to the public and foster parents and always treating the public/foster parents with the utmost respect and empathy.

Duties and Responsibilities:

1. Create a friendly and professional environment to enhance courteous service; ensure clean, attractive, and organized work areas
2. Intake of animals into the Humane Society
 - a. Vaccinate/deworm/check for tattoo/microchip, check for parasites and any health concerns and place animals into appropriate holding
 - b. Collect appropriate fees or request donation to assist with care of animals
3. Process outgoing animals, including collecting appropriate fees/donations requested
4. Answer phone calls and respond to customer emails
 - a. Route calls to appropriate resources
 - b. Offer appropriate advice pertaining to alternative placement, referrals and pet related issues
 - c. Document call information
 - d. Respond to voicemail messages and follow up customer calls
5. Attend to/process deceased incoming animals
 - a. Check for id and contact owners to notify of deceased pets
 - b. Assist in making appropriate final arrangements
6. Prepare, search and follow-up on lost and found reports; contact potential owners to follow-up on these reports
7. Prepare and attend to Check Dailies
8. Educate the public on pet related issues, alternative placement options, relinquishment advice
9. Assist the Foster Care Department as needed

- a. Organize supplies for foster caregivers and account for equipment loaned
 - b. Schedule return appointments, health and vaccination exams for animals in foster care
 - c. Vaccinate/deworm and check for parasites and any health concerns
 - d. Discharge animals into foster care and receive animals upon return
10. All other reasonable duties assigned by the Manager Shelter Operations and Capacity for Care/Assistant Manager/Intake Supervisor

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 Winnipeg Humane Society both inside and outside of the shelter environment.
2. High standards of customer service
3. Communicate effectively with all departments, volunteers and customers.
4. Confidentiality is maintained on all matters pertaining to The WHS.
5. Exemplary level of care provided to all animals in accordance with The Winnipeg Humane Society's mission, policies, and practices.
6. Reliability and diligence in position.

Accountability:

Directly accountable to the Manager Shelter Operations and Capacity for Care. Must be able to take direction from and work closely with Intake Supervisor and Assistant Manager.

Authority:

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

Interpersonal Relationships:

Regular, daily involvement with other WHS departments, volunteers and customers.

Abilities, Skills & Knowledge:

1. Exemplary customer service skills and experience working with the public without judgment
2. Exceptional attention to detail and accuracy when completing all tasks
3. Able to handle the emotional stress of dealing with the many animals relinquished to the shelter
4. Ability to handle sometimes large, unruly dogs; fractious cats; a variety of wildlife.
5. Excellent problem-solving skills
6. Excellent oral and written communication skills
7. Basic knowledge of animal care, safety, & health issues
8. Exceptional organizational skills
9. Good Computer literacy
10. Ability to work independently or as a team
11. Ability to work under minimal supervision

Education, Training & Experience:

1. High School diploma
2. More than 6 months and less than or including 12 months experience required or
3. An equivalent combination of education and/or experience.

Forward your resume and cover letter to:

Attn: Audrey Barnabe

careers@winnipeghumanesociety.ca

Please quote the Job Posting Number in your email or cover letter subject line.

NO PHONE CALLS PLEASE

Thank you for your interest in this position however only those considered for an interview will be contacted.