



## **Winnipeg Humane Society – Job Posting #2024-4-10**

**Date:** April 19th, 2024  
**Position Title:** Client Services Representative – Part Time  
**Department:** Adoptions  
**Reports to:** Manager, Adoptions  
**Classification:** Union  
**Rate:** \$16.07/hr - \$20.78/hr  
**Hours:** 22hours/week; Friday 11am-7pm, Saturday 9am-5pm and Sunday 11am-5pm  
**DAYS/TIMES OF SHIFTS COULD VARY/CHANGE**  
**Start Date:** ASAP

**Closing Date for Applicants:** Open until filled

### **Position Summary:**

The Adoption Client Service Representative is responsible for all customer service duties. They are often the first point of contact for clients visiting the Winnipeg Humane Society, and are responsible for greeting visitors, providing reception/customer services, answering telephones, responding to emails, determining client needs, directing clients accordingly, assisting clients with adoption inquiries, ensuring smooth delivery of service for the client, and promoting WHS products, programs, and services. The CSR also provides back up telephone reception, and other duties as assigned. The Adoption Client Service Representative has regular contact with all visitors, staff, management, and volunteers, and should be professional and respectful to everyone they encounter.

### **Who we are:**

- One of the oldest registered Non-Profit charities in Manitoba funded primarily by donations and events.
- An innovative community service organization committed to protecting animals from suffering, and to promoting their welfare and dignity.
- A team of generous partners, donors, hardworking volunteers and committed staff united in the belief that every animal deserves dignity and love.
- One of the largest and more recognized animal shelter and welfare organizations in Canada.

- Always growing, changing, and adapting to meet the expectations of the community and the needs of Winnipeg's animal population.

### **Duties and Responsibilities**

- Promptly and courteously greet clients and determine their service requirements.
- Answer telephone and return voicemail and email messages in a prompt and polite manner.
- Develop knowledge about services provided by the WHS and find opportunities to educate and match available services to interested clients in a manner that is respectful and informative.
- Photocopy adoption information materials; gather branded partner materials; prepare and fill adoption folders for future use.
- Keep all shared spaces organized and clean, especially the front desk.
- Report to Adoptions Supervisors and follow their instructions.
- Other duties as reasonably assigned, including assistance with supporting Adoption Counsellors at times of need.

### **Accountabilities**

Directly accountable to the Manager of Adoptions.

### **Standards of Performance:**

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

## **Education & Experience**

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

## **Knowledge & Skills**

- Excellent customer service skills a must; positive, pleasant attitude and good interpersonal skills.
- Excellent communication skills, both oral and written.
- Good organizational skills with attention to detail.
- Ability to learn quickly and willingness to vaccinate, microchip, and perform various treatment techniques once trained.
- Ability to operate computers without assistance.

## **Personal Attributes**

- Mature, ability to work independently and use good judgment to solve problems.
- Outgoing, respectful of others and willing to work in a Team environment.
- Ability to take direction from Adoption Supervisors, Managers and Directors.
- Ability to work with others as part of a team.
- 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.
- Ability to lift and haul heavy bags and boxes up to 50 pounds.
- A desire to advocate on behalf of animals while acting in philosophical harmony with the mission and strategic direction of the Winnipeg Humane Society.

## **Exemplifies Winnipeg Humane Society's Core Values:**

- We let empathy guide our commitment to animal welfare and approach to all individual beings, people, and animals alike.
- We value and accept each other.
- We are committed as an organization to lead with integrity and accountability.
- We are guided by innovation and remain open to change.
- We foster an inclusive, purposeful, and safe communication space.

## **Participates in creating a thriving Culture of Philanthropy at Winnipeg Humane Society by:**

- Being knowledgeable and supportive of WHS programs
- Sharing their passion for service to animals, people, and our community with our guests
- Serving as an inspiration to all guests by providing an exemplary level of animal care and guest service
- Being able to communicate a compelling case for support that demonstrates the impact of philanthropy on Winnipeg Humane Society

### **Authority**

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

Forward your resume and cover letter to:

Attn: Daphne Hee

[careers@winnipeghumanesociety.ca](mailto:careers@winnipeghumanesociety.ca)

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

The WHS is committed to providing accessible employment, and ensuring that our recruitment, assessment and selection process is barrier free. If a candidate requires accommodation during the hiring process, Human Resources Services will work with the individual to meet their needs.

### **NO PHONE CALLS PLEASE**

The WHS values diversity and equality in its team. All qualified applicants will receive consideration for employment without regard to race, religion, gender, gender identity or expression, sexual orientation, national origin, disability, or age.

We thank all applicants for their interest, but only those selected for an interview will be contacted. For more information and other employment opportunities, visit <https://winnipeghumanesociety.ca/about-us/careers>