



**Winnipeg Humane Society – Job Posting #2024-4-11**

**Date:** April 19th, 2024  
**Position Title:** Adoptions Supervisor – Casual  
**Department:** Adoptions  
**Reports to:** Manager, Adoptions  
**Classification:** Union  
**Rate:** \$17.75/hr – \$23.31/hr  
**Hours:** Hours Vary Depending on Availability/Need (May get called on Short notice)  
**DAYS/TIMES OF SHIFTS COULD VARY/CHANGE**  
**Start Date:** ASAP

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

**Position Summary:**

The Adoption Supervisor has knowledge of all staff positions and provides training, supervision, and direction for Adoptions department staff and volunteers, reviews paperwork for accuracy and completeness, ensures partner program requirements are met, communicates with partner vet clinics, and provides feedback on staff performance to management. Reporting to the Manager Adoptions, the Adoptions Supervisor ensures clients receive impeccable service, is the next-in-line for elevated service concerns and is empowered to make decisions with regard to adoptions, fees, and supplemental staffing.

**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.

### **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.

### **Duties and Responsibilities**

- Directing and supervising adoption staff and volunteers, including satellite staff.
- Perform adoption consultations as needed; processing of adoptions as necessary, including vaccinating and microchipping.
- Daily review of adoptions processed paperwork; ensuring Hill's Science Diet compliance is met, Petplan activations are done, and Welcome Home Program information is delivered to veterinary clinics.
- Assists in training of new staff and volunteers.
- Ability to give direct, constructive feedback to staff in a timely, respectful manner.
- Delegation of duties to staff to ensure smooth delivery of all services.
- Communicate promptly with Manager of Adoption
- Communicate effectively with all staff, volunteers and customers with exemplary service skills.
- Ensuring all clients receive impeccable service.
- Delivering feedback to Manager regarding staff and service issues
- Outstanding team player, willingness to change and flex at a moment's notice.
- Capable of on-the-spot decision making, even under pressure
- Able to independently problem solve.
- Other duties as assigned.

### **Qualifications & Experience**

The following are mandatory qualifications for this role:

- Grade twelve education.
- Demonstrated experience in effective leadership.
- Driver's license and clean driving record

### **Knowledge & Skills**

- Computer literacy essential
- Exceptional customer service skills

### **Personal Attributes**

- Demonstrates utmost maturity and professionalism
- Excellent problem-solving skills essential
- Excellent organizational skills with attention to detail

### **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.

### **How to apply:**

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>