



Winnipeg Humane Society – Job Posting #2024-11-1

Date: March 26, 2024
Position Title: Animal Advisor – Casual
Department: Intake
Reports To: Manager, Intake & Animal Care
Classification: Union
Pay Unit: \$17.40-\$22.56/hour
Hours: Hours Varies Depending on Availability/Need
(May get called on short notice)
Days/times of shift could vary/change

Start: ASAP

Closing Date for Candidates: Open until filled

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.

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:

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 donations to assist with the 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 an alternative placement, referrals and pet-related issues
 - c. Document call information
 - d. Respond to voicemail messages and follow up on 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, and 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 of Intake and Animal 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 of experience required or
3. An equivalent combination of education and/or experience.

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

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.

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>