



The Winnipeg Humane Society – Job Posting # 2024-4-13

Date: May 1st, 2024
Position Title: Adoption Counsellor, Casual
Reports to: Manager, Adoptions
Classification: Union
Rate: \$16.72/hr (start) - \$21.74/hr (Year 10) - fixed union wage scale
Hours: Hours vary depending on availability/need (May get called on short notice).
Days/Time of shifts could vary/change
Start Date: ASAP

Closing Date for Applicants: Open until filled

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.

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. 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 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 are 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.

Accountability

Directly accountable to the Manager, Adoptions

Education, Training & Experience

1. Minimum of Grade 12 or equivalent required,
2. More than six (6) months of 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.

Abilities, Skills & Knowledge:

1. Excellent customer service skills are 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.

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

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>