

## **Winnipeg Humane Society –Job Posting # 2017-4-1**

**Date:** February 16, 2017  
**Position Title:** Adoption Counselor-**TERM POSITION**  
**Reports to:** Manager of Retail Operations  
**Rate:** \$11.62-\$14.62  
**Hours:** Sun 12-6pm, Mon & Tues 11-7pm, Thurs 4-7pm (25 hours/week)  
**Days/Times of shifts could vary/change**  
**Start Date:** April 3, 2017 to July 3, 2017 (possibly longer)  
**Closing Date for Internal Applicants:** February 20, 2017

### **Position Summary:**

The Adoption Counselor is responsible for all customer service with particular attention to encouraging adoptions.

### **Qualifications:**

- Grade twelve education
- Exemplary customer service skills
- Computer literate
- Friendly, outgoing personality
- Physically able to handle large, sometimes unruly dogs
- Ability to work independently and as a team
- Ability to work under minimal supervision

### **Authority:**

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

### **Accountability:**

Directly accountable to the Manager of Retail Operations for the performance of assigned duties.

### **Interpersonal Relationships:**

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

### **Standards of Performance:**

1. Efficiency and exemplary customer service are demonstrated in the accomplishment of assigned duties.
2. High standards of customer service and respect for all
3. Knowledge of basic breeds and characteristics is an asset.
4. Communicate effectively with all departments, volunteers and customers.
5. Confidentiality is maintained on all matters pertaining to The WHS.

### **Duties and Responsibilities:**

- Communicate effectively with all staff, volunteers and customers.
- Ability to vaccinate and microchip following appropriate training.
- Good organizational skills with attention to detail.
- To give appropriate information to clients regarding adoption and services available.
- To educate and enlighten the public in a manner that is respectful to all living things.
- To process adoptions in their entirety and ensure appropriate payment is received.
- To process and record all transactions as required.
- To follow supervisory instruction with relation to adoption area processes.
- Perform animal maintenance (clean-up) in kennels & rooms as required.
- Assist in the Giftshop when necessary, including opening and closing duties, as well as routine cash handling and stocking.
- Assist in the foster department when necessary, including assisting foster parents with any needs.
- Other duties as assigned.

Forward your resume and cover letter to:

Attention: Becky Halwachs  
careers@winnipeghumanesociety.ca

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

The Winnipeg Humane Society  
45 Hurst Way, Winnipeg, MB R3T 0R3

Fax: 204-633-9401

**NO PHONE CALLS PLEASE**

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