

Winnipeg Humane Society –Job Posting # 2018-9-4

Date: August 8, 2018
Position Title: Clinic Assistant I-Reception – **TERM POSITION**
Reports to: Director of Animal Health/Manager, Clinic Administration
Rate: \$11.85-\$14.92
Hours: Minimum 30 hours/week
Days/Times of shifts could vary/change
Start Date: ASAP – **Approx. 65 weeks**

Closing Date for Internal Applicants: August 12, 2018

Position Summary:

Responsible for daily assistance to the clients and clinic staff at The Winnipeg Humane Society. Provide information to general public about the WHS subsidy program and identify suitable clients Main point of contact for clients for scheduling, admitting, and discharging animals for surgical and follow up appointments, also is responsible for telephone reception of the Clinic. In addition, completes data entry and provides assistance to the veterinary staff.

Qualifications:

- Certificate in recognized Clinic Assistant program or experience working for either a human or veterinary hospital is advantageous. Transcripts are required.
- Scientific aptitude and problem-solving skills are essential.
- Responsible individual committed to the goals and objectives of the Society and prepared to carry out duties in a thorough and efficient manner.
- Excellent verbal and written communication and observation skills. Positive, pleasant attitude and good interpersonal skills are required.
- Excellent customer service skills
- Experience and skills in handling and restraining animals safely and effectively
- Must pay attention to details and be able to accurately complete computer and paper forms.
- Must work effectively with the staff of the shelter as a whole.
- Excellent organizational skills

Accountability:

Reports to the Director of Animal Health and works day to day with the on duty Veterinarians and Animal Health Technologists.

Interpersonal Relationships:

Has ongoing contact with the public, staff, and volunteers.

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 the shelter environment.
2. Successful and thorough completion of assigned job duties within appropriate time limits.
3. Effective communication with fellow staff on an ongoing basis. Respect for all is maintained at all times.
4. Exemplary level of care is provided to each animal consistent with Humane Society policies and procedures.
5. Reliability and diligence in the position.

6. Confidentiality is maintained on all matters pertaining to the Winnipeg Humane Society and clients' personal and financial information.

Duties and Responsibilities:

- Admit and discharge animals admitted for surgery or appointments.
- Reception duties in greeting public in person and on phones, including booking appointments and providing general information.
- Data entry on appropriate animal and person files, including in-house and surgery animals.
- Monitor inventory and communicate needs to Clinic Assistant II – Reception.
- Mailing and faxing of surgery reminders or other required documentation.
- Basic animal husbandry to animals in clinic including feeding, cleaning, and walking.
- Provide assistance to the Veterinarians and Animal Health Technologists with examinations and treatments of animals and with clerical duties.
- Responsible for cleaning work areas, turning off equipment, and locking cupboards and doors at the end of the day.
- Responsible for removing and addressing voicemail messages from the subsidy and clinic phone line.
- Responsible for invoicing clients and processing purchases transactions through the cash till and performing cash-out.
- Responsible for identifying clients in need of assistance through the subsidy program.
- Responsible to identify source of income and financial restraints of client and determining fee applicable based on client's income level.
- Responsible for tracking the number of calls to the subsidy program and following up on those clients who have registered but are no show after one month.
- Responsible for giving instructions to clients regarding the processes for subsidy spay and neuter.
- Responsible to liaise with the driver or volunteers for pick up subsidy pets for surgery in the event of a transportation issue.
- Responsible for denying clients who exceed income criteria levels in a courteous, professional manner.
- Responsible for follow up phone calls and rescheduling of clients who have missed their surgery appointment.
- Attend training sessions as required.
- Other duties as assigned.

Forward your resume and cover letter to:

**Attention: Vicky Farmer
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: 204-663-9401

NO PHONE CALLS PLEASE

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