

The Winnipeg Humane Society – Job Posting #2019-11-5

Date: August 15, 2019
Position Title: Animal Advisor
Department: Intake
Reports To: Manager, Shelter Operations and Capacity for Care
Classification: Union
Rate: \$12.85 - \$16.90
Hours: Sunday 12pm-6pm (6 hrs/week)
Dates/times of shifts could vary/change
Start Date: ASAP

This position is subject to a Criminal Record Check, including Vulnerable Sector Search.

Closing Date for Internal Applicants: August 19, 2019

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.

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 that should be brought to Clinic's immediate attention
 - b. Place animals into appropriate holding
 - c. Advise of non-profit status and request donation to assist with care of animals
3. Process outgoing animals, including collecting appropriate fees/donations requested
4. Answer phone calls and provide information as needed
5. Attend to/process deceased incoming animals
 - a. Check for id
 - b. Contact owners to notify of deceased pets
 - c. 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 to caregivers

- b. Schedule return appointments, 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
 - e. Receive animals upon return to shelter
10. Provide assistance to other Departments as needed for intake of animals
11. 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, Shelter Operations and Capacity for Care. Must be able to take direction from and work closely with Intake Supervisor and Assistant Manager.

Exemplifies Winnipeg Humane Society's Core Values:

- We are and always will be humane
- We sincerely respect each other
- We communicate proactively, and we listen
- We are humble, and we are always willing to accept better and new ideas
- We are committed to transparency and accountability

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.

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. Some High School (Grade 10 Equivalent),
2. More than 6 months and less than or including 12 months experience required

Forward your resume and cover letter to:

Attn: Anja Richter

careers@winnipeghumanesociety.ca

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

NO PHONE CALLS PLEASE

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