

The Winnipeg Humane Society – Job Posting #2019-13-6

Date: September 9, 2019
Position Title: **Emergency Dispatcher**
Department: Investigations and Emergency Response
Reports To: Director of Investigations and Emergency Response
Hours: Wed-Fri 4pm-10pm; Sat & Sun 11am-7pm (34 hours per week)
DAYS/TIMES OF SHIFTS MAY VARY/CHANGE
Classification: Unionized
Rate: \$13.61-\$17.92
Start Date: **ASAP**

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

Closing Date for Internal Applicants: September 13, 2019

Position Summary:

The Emergency Dispatcher is required to monitor and respond to all incoming calls on the Animal Emergency Line; accurately document in the computer database, all pertinent information obtained regarding animal emergency situations; relay all information in a timely and organized manner to the on-duty Emergency Responders/Animal Protection Officers; and monitor voicemail of the Investigations Department.

Duties and Responsibilities:

1. To know, understand and adhere to all policies of the WHS
2. Answer all incoming calls in a courteous and respectful manner
3. Responsible for receiving and dispatching calls of an urgent or emergency nature to the Emergency Responder and/or Animal Protection Officer on-duty
4. Responsible to obtain and accurately document all required information from all callers in the WHS database and in other documentation forms
5. Responsible for monitoring Investigation Department voicemail and for logging all message information in a legible and organized fashion
6. Assist the department personnel as required and as approved by the department director, i.e. assisting with handling of animal(s) for vaccination and/or de-worming, gathering of evidence
7. 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. Successful and thorough completion of assigned job duties within reasonable time limits.
3. Effective communication with fellow staff on an ongoing basis. Respect is maintained at all times.

4. Exemplary level of care provided to all animals in accordance with the Winnipeg Humane Society's mission, policies, and practices.
5. Reliability and diligence in position while maintaining strict adherence to confidentiality

Accountability:

The successful applicant/employee reports directly to the Director of Investigations and Emergency Response.

Authority:

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

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

Abilities, Skills & Knowledge:

- Knowledge of the programs and services of WHS
- Awareness of the Animal Care Act of Manitoba
- Mature, responsible individual, committed to the goals and mission of the Winnipeg Humane Society (WHS), capable of carrying out duties in a thorough and efficient manner
- Excellent written and verbal communication skills
- Excellent problem-solving skills
- Excellent organizational skills
- Ability to prioritize situations into the appropriate category, i.e. Emergent, Urgent and Routine
- Ability to handle crisis situations in a calm and respectful manner
- Excellent computer skills including Microsoft Office required
- Ability to maintain discretion at all times

Education, Training & Experience:

1. Minimum Grade 12 education
2. Customer Service Experience required

3. Knowledge of canine and feline health care and behavior issues an asset
4. Knowledge of breed traits and characteristics an asset

Please email resume and cover letter to:

Heather Neil

Director of Investigations & Emergency Response

Winnipeg Humane Society

careers@winnipeghumanesociety.ca

Please quote the Job Posting # in the subject line of email and in 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.