

Winnipeg Humane Society –Job Posting # 2019-25-1

Date: April 12, 2019
Position Title: Foster Clerk-**TERM POSITION**
Reports to: Manager, Shelter Operations and Capacity for Care
Rate: \$13.77-\$18.11
Hours: Part-Time Mon-Fri 3-7pm (20 hours/week)
Days/Times of shifts could vary/change
Start Date: ASAP-1 Year Term

Closing Date for Internal Applicants: April 16, 2019

Position Summary:

The Foster Clerk is responsible for recruiting all foster caregivers and arranging placement of animals into foster care. The Foster Clerk is also responsible for the follow up and support of foster caregivers, as well as scheduling vaccinations, health exams and spay/neuter surgeries in conjunction with the Veterinary Staff. The Foster Clerk works closely with Intake and all other departments in the coordination of managing Winnipeg Humane Society space, resources and other needs. The Foster Clerks always treat the public/foster caregivers with the utmost respect and empathy.

Duties and Responsibilities:

1. Set up and maintain foster related files for animals and foster caregivers
2. Recruit new foster caregivers and inform the public of the foster program at Winnipeg Humane Society events
3. Create and update all foster animal care manuals
4. Organize supplies for foster caregivers and account for equipment loaned
5. Provide follow up calls and support to caregivers and schedule any health exams, vaccinations and spay/neuter surgeries as required
6. Schedule return appointments for animals in foster care
7. Maintain foster supplies in an organized manner
8. Offer support to foster caregivers, answer inquiries by phone, email and in person.
9. Communicate with other Foster/Intake staff and volunteers to ensure coordination of placements and follow-ups, supplies and other activities
10. Assist with Intake tasks, including greet incoming clients and provide appropriate documentation to complete, place incoming animals in holding cages/runs, vaccinate, deworm, weigh, photograph incoming animals and assist with cleaning tasks
11. Monitor Foster Facebook group interactions and issue weekly newsletter to foster caregivers
12. 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 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.

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.

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:

1. Basic knowledge of animal care, animal behaviour and health issues
2. Excellent attention to detail and accuracy when completing all tasks
3. Excellent problem-solving skills
4. Excellent oral and written communication skills
5. Good Computer literacy
6. Exemplary customer service skills and experience working with the public without judgment
7. Ability to handle sometimes large, unruly dogs; fractious cats and a variety of wildlife
8. Good time management and organizational skills
9. Must be able to work independently and as a team
10. Ability to work under minimal supervision

Education, Training & Experience:

1. High School Diploma or Equivalent
2. More than 6 months and less than or including 12 months experience required

Please email/mail/fax resume to Audrey Barnabe:

careers@winnipeghumanesociety.ca

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

Fax: 204-663-9401

Please quote the Job Posting Number

NO PHONE CALLS PLEASE!

We thank you for your interest, however only those applicants selected for an interview will be contacted.