Winnipeg Humane Society – Job Posting #2019-9-4

Date:	May 24, 2019
Position Title:	Clinic Assistant I-Reception **TERM POSITION**
Reports to:	Manager, Clinic Administration
Classification:	Union
Rate:	$12.69-$16.68
Hours:	Day/Evening (30 hours/week) **Dates/times of shifts could vary/change**
Start Date:	ASAP To Nov 4, 2019 (Length of term subject to change)

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

Closing Date for Internal Applicants: May 28, 2019

Position Summary:
Responsible for daily assistance to the clients and clinic staff at The Winnipeg Humane Society. Main point of contact for clients for 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. Has ongoing contact with the public, staff, and volunteers.

Duties and Responsibilities

1. Providing excellent customer service. Reception duties include greeting the public in person and on phones, admitting and discharging surgical patients, booking appointments and providing general information
2. SNAP (Spay/Neuter Assistance Program) information and bookings
3. Opening and closing duties include cleaning work areas, monitoring equipment, securing cupboards and doors, balancing cash and POS drawer and making up deposits
4. Data entry on appropriate animal files, including in-house and day surgery animals
5. Monitor inventory and communicate needs to Clinic Assistant II – Reception.
6. Mailing of surgery reminders or other required documentation.
7. Basic animal husbandry to animals in clinic.
8. Provide assistance to the Veterinarians and Registered Veterinary Technologists with examinations and treatments of animals and with clerical duties.
9. Maintaining a spotless work environment in the clinic area.
10. Attend training sessions as required.
11. 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. Successful and thorough completion of assigned job duties within reasonable time limits.
3. Exemplary level of care is provided to each animal consistent with Humane Society policies and procedures.
4. Reliability and diligence in the position.

5. Demonstrate efficiency, timeliness, and diligence in the completion of assigned duties.
6. Communicates effectively and respectfully with staff, volunteers and clients at all times.
7. Capacity to work effectively in a team environment, tactful, supportive and able to modify interpersonal style and behaviour to work effectively with others.
8. Demonstrate application of sound judgment and make appropriate decisions.
9. Maintain strictest confidentiality on all matters pertaining to the WHS.
10. Demonstrate willingness and ability to operate within the confines of the protocol and policies as set by the WHS.

Accountability
Reports to the Manager, Clinic Administration and works day to day with the on-duty Veterinarians and Registered Veterinary Technologists.

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.

Abilities, Skills & Knowledge
1. Excellent customer service skills a must; positive, pleasant attitude and good interpersonal skills
2. Scientific aptitude and problem-solving skills are essential.
3. Responsible individual committed to the goals and objectives of the Society and prepared to carry out duties in and thorough, efficient manner.
4. Excellent observation skills
5. Excellent communication skills both written and oral.
6. An ability to understand, clarify, record and manage multiple details.
7. Experience and skills in restraining animals safely and effectively
8. Attention to detail and 100% accuracy in data input

9. Must work effectively with the staff of the shelter.
10. Extensive computer literacy [including Excel].
11. An ability to communicate professionally, articulately, assertively and clearly by telephone and e-mail.
12. Able to work independently, follow detailed procedures and apply sound reasoning to problem solving.
13. Self-motivating, enthusiastic individual; confident with responsibility.
14. Strong team-related skills, confidence and initiative to contribute new ideas and ability to support an effective team.
15. Initiative; confidence to suggest improvements to current systems.

Education, Training & Experience

1. Minimum of High School Diploma or equivalent required,
2. Certificate in recognized Clinic Assistant program or experience working for either a human or veterinary hospital is an asset.

3. One to less than or including 6 months experience required

Forward your resume and cover letter to:
Attn: Vicky Farmer
careers@winnipeghumanesociety.ca
Please quote the Job Posting Number in your email or cover letter subject line.

NO PHONE CALLS PLEASE
Thank you for your interest in this position however only those considered for an interview will be contacted.