

GUELPH HUMANE SOCIETY

ORGANIZATION: The Guelph Humane Society advocates for all animals, and in particular those animals whose lives it can influence, through care, education, community support, protection, and leadership. Founded in 1893, the Guelph Humane Society provides care and shelter for approximately 3,000 homeless, stray, injured and abused animals each year in Guelph and Wellington County. GHS is a registered charitable, non-profit organization that does not receive government funding. The GHS's hiring philosophy goes beyond just filling positions – it is interested in finding people who are passionate about animal welfare, who want to make a difference in the community, all while working as part of a positive and productive team of people. Visit www.guelphhumane.ca to discover more.

TITLE: Client Services Representative

LOCATION: 500 Wellington Street West, Guelph, ON

HOURS OF WORK: Some weekdays, and every Saturday and or Sunday
Flexibility for various shifts preferred

TYPE: Part-time

JOB SUMMARY: Reporting to the Client Services Coordinator, the Client Services Representative will be an integral part of Guelph Humane Society's customer service team. The successful candidate will be responsible for a wide range of day-to-day front office/reception duties, including answering phones, greeting clients, processing payments and donations, booking appointments, receiving animals and general administrative duties. The successful candidate will provide exceptional customer service, excellent communication and organization skills, and will demonstrate a positive attitude at all times, while supporting the overall mission and values of the humane society.

KEY RESPONSIBILITIES:

- Has a good understanding of animal welfare and is able to effectively communicate the mission and ideals of the Guelph Humane Society in the course of their duties in a positive manner
- Ensures that members of the public receive professional, prompt and friendly service
- Ensures telephones are answered in an efficient, accurate and professional manner and calls are directed to the appropriate department/individual as required
- Performs trap and cage rentals and sales
- Assists with the maintenance of accounts receivable.
- Assists with answering and forwarding of emails to appropriate department on a daily basis.
- Maintains a high level of communication with all other staff and volunteers.
- Organizes and keeps the office and reception area clean, organized and running efficiently.
- Take accurate lost and found reports to ensure owned animals get home in a timely manner
- At all times treats other staff, management, volunteers and members of the public with courtesy and respect.
- Assists with Animal Protection Department through dispatching calls, and recording timely and accurate reports as given by members of the public. May be request to assist in processing dog tag purchases.
- Receives donations from general public and accurately records donation information in the donor database. May be required to process tax receipts.
- Demonstrate a good understanding of animal welfare and effectively communicate the mission and values of the Guelph Humane Society in a positive manner
- Embrace and consistently enact organizational values of respect, caring, integrity and partnership, supported by being authentic and accountable to yourself and your team
- Performs other duties as required and assigned

KEY QUALIFICATIONS:

- High school diploma
- Demonstrated excellence in customer service and public relations skills, with the ability to handle difficult clients and high stress situations
- Computer literacy required with experience with computer software (i.e. Microsoft Office) and ability to learn new software quickly (PetPoint). Accuracy in data entry.
- Excellent communication skills, both written and oral, with superior organizational skills
- Ability to maintain professional composure and a positive attitude
- Experience with processing cash and card payments and open/closing a facility would be an asset
- Ability to maintain professional composure and a positive attitude in a fast-paced, reactive environment
- Comfortable handling and being around domestic animals of all types and some general knowledge of animal care/responsible pet ownership would be an asset
- Comfortable being around wildlife and some general knowledge of local species would be an asset
- Passionate and generally knowledgeable about animal welfare and humane society activities

SALARY RANGE: \$14.00 - \$14.50

If you are interested in this opportunity and have the above qualifications, please forward your resume with a covering letter to:

ATTN: Adrienne McBride, Executive Director

Email: INFO@guelphhumane.ca

*Candidates will be contacted on an ongoing basis until the role is filled.
We thank all applicants for your interest in the Guelph Humane Society;
however only those selected for an interview will be contacted.*