



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 Coordinator

LOCATION: 500 Wellington Street West, Guelph, ON

HOURS OF WORK: 40 hours/week - Weekdays and some weekend shifts

TYPE: Full-time, maternity cover Aug 2020 – August 2021

JOB SUMMARY:

Under the direction of the Manager – Finance & Administration, the successful candidate will be responsible for a wide range of client care and client experience duties, including answering inquiries, greeting clients, processing payments and donations, facilitating the lost & found program, coordinating the front office staff, and general administrative duties. The Client Services Coordinator will provide exceptional customer service, excellent communication and organization skills, and demonstrate a positive attitude at all times, while supporting the overall mission and values of the GHS.

KEY RESPONSIBILITIES:

- Coordinates and oversees a team of Client Services Associates (currently 1 full-time; 4 part-time), including staff scheduling, delegating tasks, identifying opportunities for process improvements, and maintaining a high level of efficiency in an extremely busy environment
- Ensures that members of the public receive a high-level of professional, prompt and friendly service from all Client Services team members, above all else
- Ensures all general inquiries are answered in an efficient, accurate and professional manner and calls or emails are directed to the appropriate department/individual as required
- Assists the Animal Protection Department through dispatching calls, and recording timely and accurate reports as given by members of the public, and processing pet licensing sales
- Assist the Adoption & Intake Departments with receiving adoption inquiries, providing accurate information and booking appointments
- Receives donations and accurately records donation information in the donor database
- Oversee the lost and found efforts of the GHS, including taking accurate lost and found reports to ensure owned animals get home in a timely manner; tracing identification; check lost and found databases; maintain contact with owners of lost pets; and processing the return of pets to owners

- Together with other relevant staff, ensure that all available resources are searched on a regular basis to find matches and reunite lost pets with their owners, and develop and administer a system for recording what resources were searched, when and how often
- Oversees the trap and cage rental program, general retail sales, and inventory management
- Perform cash receipting, cash counts and end of day 'cash-out' procedures when appropriate
- Perform general office duties, including ordering and managing office supply inventory
- Oversee the retail pet food sales program (including inventory management), and ensure its success through education, promotion, sales and other initiatives
- Maintains a high level of communication with all other departments, staff and volunteers
- Organizes and keeps the office and reception area clean, organized and running efficiently
- Assists the Manager – Finance & Administration with general duties such as mail, bank deposits, supply orders and inventory, month end responsibilities and other general tasks
- Together with the Manager – Finance & Administration, recruit, hire, train and monitor performance of all Client Services team members
- 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
- Work in compliance with the *Occupational Health and Safety Act* and its regulations
- Performs other duties as required and assigned.

KEY QUALIFICATIONS:

- Experience in customer service, office administration, or an animal-related field
- Demonstrated excellence in customer service and public relations skills, with the ability to handle difficult clients and high stress situations
- Demonstrated ability to coordinate and motivate a team of staff, delegate tasks as required and provide feedback for periodic staff performance reviews
- Computer literacy required with experience with computer software (i.e. Microsoft Office) and ability to learn new software quickly (PetPoint, eTapestry, Volgistics, Docupet). Accuracy in data entry
- Excellent communication skills, both written and oral, with superior organizational and multi-tasking skills, the ability to capitalize efficiencies, and recognize where process improvements are required
- Ability to maintain professional composure and a positive attitude
- Experience with processing cash and card payments and open/closing a facility
- Experience with retail sales and inventory management would be an asset
- Ability to multitask and uphold high levels of efficiency in a fast-paced, reactive environment
- Comfortable handling domestic animals of all types and general knowledge of animal care
- Comfortable with wildlife and some general knowledge of local species
- General knowledge of animal welfare and humane society activities

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

ATTN: Shelby Pearson, Manager, Finance & Administration
 Email: spearson@guelphhumane.ca

We thank all applicants for your interest in the Guelph Humane Society; however only those selected for an interview will be contacted.