

EMPLOYMENT OPPORTUNITY – ADOPTION PROGRAM COORDINATOR (FULL-TIME)

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: Adoption Program Coordinator

LOCATION: 190 Hanlon Creek Boulevard, Guelph, ON

HOURS OF WORK: 40 hours/week; Flexibility to work evenings and weekends required

TYPE: Permanent Full-time

JOB SUMMARY:

Under the direction of the Executive Director, the successful candidate will be responsible for the administration of the adoption program at the Guelph Humane Society and will coordinate all related activities, including promotion, events, and off-site adoption (satellite locations). The Adoption Program Coordinator will work closely with the other departments to ensure the overall success of the program. The incumbent will provide exceptional customer service, through demonstrating a positive attitude, fostering good community relations, and supporting the overall mission of the GHS.

JOB DESCRIPTION:

- Facilitate the overall animal adoption program, both on-site and off-site (ie. adoptions events and satellite locations);
- Administer the adoption process (ie. adoption questionnaire, meeting, send-home, and follow-up) for all adopted animals and develop/update protocols/procedures, as necessary;
- Actively recruit adopters for animals with special requirements, such as medical needs or behavioral needs, in consultation with the Animal Care Manager;
- Conduct adoption meetings (virtual and/or in-person) with all potential adopters to explain adoption process, relevant information about the animal, and provide information about transition into a new home, all while using exceptional customer service and excellent communication;
- Provide orientation, training, leadership and direction to volunteers, as appropriate;
- Regularly follow up and communicate with adopters, both pre- and post-adoption, including contacting all adopters, at minimum, one-month post-adoption to confirm satisfaction with pet, provide education, counselling and support to adopters as required, and seek feedback about the adoption process;



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- Budget, track and confirm all expenses associated with the adoption program (including events) and perform related troubleshooting, as necessary; Perform cash receipting and cash counts, when appropriate; Set annual targets for number of adoptions, based on year over year trends;
- Perform all administrative aspects of the adoption program including ensuring complete adoption records, fulsome criteria for pet adoption and effective operation of partner programs (I.e. Royal Canin, 24PetWatch, CatHealthy, etc.);
- Together with the Animal Care Manager, identify placements for feral cats through the Working Cat Adoption Program;
- Together with the Director of Communications & Community Engagement, develop a strategy to promote available animals (especially animals that are typically harder to adopt) and develop materials, description, and visual aids for the campaigns; Assist with “Pet of the Week” promotions;
- Support the work of the Development department by soliciting donations from adopters during the adoption process, with a focus on acquiring monthly donors
- Plan and coordinate all off-site adoption events (together with the Events and Fundraising Coordinator, where appropriate);
- Develop an annual calendar/strategy of all adoption promotions and events, ensuring regular marketing of adoption program in general;
- Regularly review and research current science, trends, and modern approaches to adoption programs, and ensure GHS is striving to meet these trends;
- Support and collaborate with other areas of the organization to promote education, activities, and organizational success;
- Maintain excellent relationships with partners, supporters, sponsors, and donors;
- Maintain a high level of communication with all other staff and volunteers;
- 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;
- Immediately report all incidents of injury, property damage, absence of or failure of a protective device and/or equipment to the Animal Care Manager;
- Work in compliance with the Occupational Health & Safety Act and its regulations;
- Perform other duties as required and assigned.

KEY QUALIFICATIONS:

- Post-secondary education in business administration, communications, or an animal-related field, or equivalent experience;
- Demonstrated excellence in customer service and public relations skills, with the ability to handle difficult clients and high stress situations;
- Demonstrated ability to work in team environment and communicate effectively with a variety of departments;
- Computer literacy required with experience with standard computer software (i.e. Microsoft Office) and ability to learn new software quickly (Adopets, PetPoint, eTapestry);
- Demonstrated accuracy in data entry, records managements, and reporting;

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- Excellent communication skills, both written and oral, with superior organizational skills and strong attention to detail
- Ability to maintain professional composure and a positive attitude, fast-paced environment;
- Experience with working under pressure, managing multiple projects, and responding promptly to a variety of requests in a high-paced and reactive environment;
- Excellent time management skills, with the ability to balance multiple projects at once;
- Experience with processing cash and card payments would be an asset;
- Demonstrated ability to provide advice, education, and support to the public in a non-judgmental, empathetic, and compassionate manner;
- Good understanding of animal welfare and ability to effectively communicate the mission and ideals of the Guelph Humane Society in the course of their duties;
- Ability and willingness to work remotely as required, with access to reliable home internet;
- Comfort with handling domestic animals of all types and possess general knowledge about animal care, animal behaviour and responsible pet ownership; and
- 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 and covering letter with salary expectations **by Tuesday, August 2nd** at 5pm to:

Lisa Veit

Executive Director

Email: careers@guelphhumane.ca

Subject line: Adoption Program Coordinator

We welcome diversity, value differences, and foster inclusion in our employment practices. We invite applications from all qualified individuals who are philosophically aligned with our mission, vision, and values.

GHS welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the recruitment process.

We thank all applicants for their interest; however, only candidates selected for an interview will be contacted.

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