



## GUELPH HUMANE SOCIETY

HOPE. CARE. COMPASSION.

**ORGANIZATION:** The Guelph Humane Society Incorporated (GHS) is a non-profit registered charity that relies on community support to shelter and care for animals in Guelph and Wellington County. Each year the GHS cares for approximately 3000 animals in need, providing animal sheltering and adoption services, veterinary care, animal protection services and a progressive spay/neuter program. The Society also boasts strong humane education programs that impact thousands of children and youth annually.

**LOCATION:** 190 Hanlon Creek Boulevard, Guelph

**TITLE:** Client Services Representative (Part-Time)

**HOURS OF WORK:**

**Approximately 16-20 hrs per week including weekend shifts**

**Note this position is every weekend – please only apply if this schedule is suitable.**

**TYPE:** Part-time

**JOB SUMMARY:**

Under the direction of the Finance & Administration Manager, and supervision of the Client Services Coordinator, 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 to support the overall mission of the GHS. The successful candidate will provide exceptional customer service, excellent communication and organization skills, and will demonstrate a positive attitude at all times.

**Job Duties:**

- 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
- Produce and maintain accurate receipts, records and files using shelter data management software (PetPoint)
- Performs trap and cage rentals
- Assists with answering and forwarding of emails to appropriate departments
- Maintains a high level of communication with all staff and volunteers
- Organizes and keeps the office and reception area clean, organized and running efficiently while adhering to COVID protocols
- Actively assist in our lost and found program, ensuring lost pets are reunited with their owners as a matter of utmost importance
- Participate in training, evaluation and other meetings as required
- Responsible for ensuring privacy of confidential information
- At all times treats other staff, management, volunteers and members of the public with courtesy and respect
- Assists with Animal Services Department through dispatching calls, and recording timely and accurate reports as given by members of the public
- Processing cat and dog licencing for the City of Guelph and surrounding Townships

- Receives donations from general public and accurately records donation information
- Performs other duties as required and assigned

**KEY QUALIFICATIONS:**

- High school diploma (minimum), preference given to applicants with at least one year of college/university education
- Demonstrated excellence in customer service and public relations skills, with the ability to handle difficult clients and high stress situations
- Computer literacy required, 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
- Self-starter, independent thinker, and has the ability to make appropriate decisions quickly while under pressure
- 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 multitask in a high-paced, reactive environment
- Excellent attention to detail
- Ability to work independently, as well as part of a team
- Comfortable handling domestic animals of all types and some general knowledge of animal care/responsible pet ownership
- Comfortable with wildlife and some general knowledge of local species would be an asset
- 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 to:

Sarah Procnier  
Manager, Finance & Administration  
Email: sprocnier@guelphhumane.ca  
Subject line: Client Services Representative (Part-Time) position

Applications will be received on a rolling basis. Applications will be reviewed as they are received, and the position will be filled when the right candidate is identified.

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.