

Do you have a passion for animals? Do you enjoy working and caring for animals? Do you enjoy working within a Team environment? If yes, then come join the Oakville Milton Humane Society! We are now accepting resumes for:

**Part Time: Lost & Found
Friday 12pm-8pm, Saturday 9am-5pm**

A Customer Care Lost & Found Representative plays a very important role in the animal welfare field. We strive to provide a high level of care and comfort to the homeless animals in our Shelter. Working in Lost & Found, you are dealing with panicked owners who have lost their pet and rely on our expertise to reunite them. You are also dealing with a high volume of incoming animals that could be someone's pet. Attention to detail and being able to work with minimal supervision, in a fast paced environment is extremely important.

Duties include but not limited to:

- Matching animals with potential lost reports
- Preparing and returning animals to their owners
- Tracing identification of animals
- Taking lost and found reports
- Giving advice to the public on locating their lost pet
- Entering in animals in the system (Shelter Software)
- Educating the public on animal by-laws
- Dealing with difficult customers
- Cross training working at the front desk/reception
- Working closely with the other departments in the shelter to provide excellent customer service
- Various other duties as they arise

Qualifications:

- Demonstrated written & oral communication/interpersonal skill
- Demonstrated ability to work within a Team environment; present a professional manner at all times
- Demonstrated ability to work with little supervision
- A demonstrated compassion towards people as well as animals
- Demonstrated ability to work with varying disabilities or personalities
- Must be detail oriented, strong organizational skills
- Educational background; High School Diploma and / or College as applicable
- Previous experience in customer service a definite asset
- Proficient in Microsoft Office (Word, Excel, etc)
- Experience in dealing directly with the public
- Detail oriented, organizational skills, demonstrated ability to meet deadlines
- Excellent interpersonal and communication skills to work in team environment
- Experienced working in a fast paced environment, with the ability to diffuse and communicate in escalated situations

Interested candidates please submit a cover letter with resume to:

**Scott Dawson, Customer Care Manager
scottd@omhs.ca**

Commitment to Diversity and Accessibility:

OMHS is an equal opportunity employer. We welcome diversity in the workplace and encourage applications from all qualified candidates including men, women, members of visible minorities, persons with disabilities, and aboriginal peoples.

OMHS is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity, please advise the Executive Director in a timely fashion of any accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

We thank all applicants for their interest in joining OMHS. Given the volume of applications received, we request that you do not follow up your application with a phone call. We will contact only those candidates selected for interviews and thank you for your understanding.