



## EMPLOYMENT OPPORTUNITY

Do you pride yourself on making a difference in the lives of others? The Oakville & Milton Humane Society is a registered charity that is committed to protecting and caring for animals. We are now accepting resumes for:

**PART - TIME CUSTOMER CARE/LOST & FOUND ATTENDANT**  
**Must be available to work evenings, weekends & holidays**

A Customer Care/Lost & Found Attendant 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 our Front Reception/Lost & Found area, you are the first point of contact to the public. Attention to detail and being able to work with minimal supervision, in a fast paced environment is extremely important. Key Responsibilities include but are not limited to:

- Working the Front Reception area, greeting the public, handling inquiries
- Answering all calls, screening of calls and forwarding to appropriate areas
- Assisting in Lost & Found as may be required
- Receiving and processing lost & found reports (Shelter Software)
- Giving advice to the public on locating their lost pet
- Educating the public on animal by-laws
- Dealing with the public and difficult customers
- Working closely with other departments in the shelter to provide excellent customer service

### Qualifications and Experience:

- Education: High School Diploma and/or College as applicable
- Previous experience in Customer Service an asset
- Proficient in Microsoft Office (Word, Excel, PowerPoint)
- Experience working in a fast paced environment, with the ability to diffuse and communicate in escalated situations
- Must be reliable; ability to work all shifts, including weekends, holidays

### Skills:

- Strong communication, organizational and teamwork skills
- Excellent interpersonal and communication skills
- Demonstrated strong written & oral communication skills
- Demonstrated ability to work with varying disabilities or personalities
- Demonstrated compassion towards people as well as animals
- Demonstrated ability and comfort levels handling animals with varying temperaments
- Flexible and adaptable approach to changing situations
- Demonstrated ability to work independently but consults with Manager as necessary

**Interested applicants please submit a cover letter with resume to;**

**Scott Dawson, Manager, Customer Care no later than July 11,2017.**  
**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 an interview and thank you for your understanding.