



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:

FULL – TIME & PART - TIME ADOPTION COUNSELLOR

The Adoption Counsellor 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. Reporting to the Manager of Customer Care you will be responsible for interacting with people and matching pets with their new families. Key Responsibilities include but are not limited to:

- Assisting the public with their questions and choice of pet
- Meeting with prospective adopters to discuss the suitability of the animal they have chosen
- All related phone calls including speaking veterinarians, landlords and recent adopters
- Processing adoption paperwork which includes contracts
- Cross training on other customer care duties:
 - Lost & Found duties including entering of animals, tracing identification, taking lost and found reports, matching animals with potential lost reports, preparing and returning animals to their owners.
 - Front desk duties including but not limited to answering the phones, directing the public
- 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
- 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 August 10th, 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.