



## 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:

### **Administration Officer, Animal Protective Services (PERMANENT, FULL-TIME)**

The Administration Officer is an integral part of the APS department. Reporting to the APS Manager, you will work closely with other Team Members responsible for achieving the tasks as set by the OMHS. Key Responsibilities include but are not limited to:

- Intake and dispatch complaints for violations of Town of Oakville By-laws, Dog Owner's Liability Act and Ontario SPCA Act
- Intake and dispatch of calls for animal related emergencies
- Responds to all public inquires by phone and email
- Ensure time response requirements are met as per the Town of Oakville Contract
- Educate and coach members of the public on animal related concerns
- Assist the licensing clerk with data entry, filing, and sales
- Keep an up-to-date evidence notebook and call log
- Issue Provincial Offense Notices as required under the Town of Oakville By-Law

#### Qualifications and Experience:

- Education: High School Diploma and/or College as applicable
- Significant knowledge and experience with animal health/welfare & enforcement
- Strong administrative experience
- Demonstrated knowledge of Excel & Word programs
- Valid G license with a clear Drivers Abstract
- Clear Criminal Background Check
- Must be reliable; ability to work all shifts, including weekends, holidays

#### Skills:

- Strong communication, organizational and teamwork skills
- Excellent interpersonal, problem solving, and conflict resolution skills
- Demonstrated ability to deescalate tense situations while maintaining a high level of customer service
- Ability to work with the public in a cooperative and professional manner
- Flexible and adaptable approach to changing situations
- Demonstrated ability to work with varying disabilities or personalities
- Demonstrated diplomacy, tact and discretion
- Demonstrated ability to work independently but consults with Manager as necessary
- Proficient in Microsoft Office suite of products (Word, Excel, PowerPoint)

**Interested applicants please submit a cover letter with resume to;  
Caitlin Jones Manager, APS no later than March 14, 2018  
cjones@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.