



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:

ADOPTION COUNSELLOR (6 MONTH CONTRACT - PART-TIME) Saturday 9-5pm

The Adoption Counsellor is an integral part of the Customer Care department. Reporting to the Manager, Customer Care 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:

- Assisting the public with their questions and choice of pet
- Meeting with prospective adopters to discuss the suitability of the animal they have chosen
- Answering all related phone calls including but not limited to speaking with veterinarians, landlords and recent adopters
- Processing adoption paperwork including 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, etc.
- Working closely with other departments in the shelter to provide excellent customer service
- Manage customer complaints and provide appropriate solutions in a timely manner

Qualifications & Experience:

- Excellent presentation and customer service skills
- Ability to multi-task, prioritize and manage time effectively
- Strong communication, organizational and teamwork skills
- Demonstrated written & oral communication/interpersonal skills
- Demonstrated ability to work within a Team environment; present a professional manner at all times
- Demonstrated ability to work within a fast paced, at times a stressful environment
- Demonstrated ability to work independently but consults with Manager as necessary
- Demonstrated ability and comfort levels handling animals with varying temperaments
- 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
- Proficient in Microsoft Office (Word, Excel, PowerPoint)
- Educational background; High School Diploma and / or College as applicable

Interested applicants please submit a cover letter with resume to;

Stephanie Aleksich, Manager, Customer Care no later than June 15, 2018.
stephanieh@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.