



## EMPLOYMENT OPPORTUNITY

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:

### **FRONT DESK REPRESENTATIVE**

**(PERMANENT, PART-TIME)**

Approximately 20 hrs/week Thursday - Sunday

The Front Desk Representative 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. 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
- Managing incoming calls and customer service inquiries; forwarding to the appropriate areas as required
- Working closely with other departments in the shelter to provide excellent customer service
- Manage customer complaints and provide appropriate solutions
- Administrative duties as required
- Taking Lost & Found Reports
- Dispatching calls to the Animal Protection Officers
- Ensuring the front lobby is clean and tidy
- Selling dog licences
- Returning animals to their owners
- Handling donations
- Using shelter software, POS machine

#### Qualifications:

- Excellent presentation and customer service skills
- Ability to multi-task, prioritize and manage time effectively
- 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 with little supervision
- 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
- 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***

***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.