

Do you pride yourself on making a difference in the lives of others? Are you passionate about animals and animal welfare? The Oakville & Milton Humane Society is a registered charity that is committed to protecting and caring for animals.

We have an opportunity for a part-time Front Desk Representative (Sunday 10:45am to 4:15pm) to join our team and work in a fast-paced, exciting, and growing organization.

The role is responsible for greeting members of the public, answering incoming calls and customer service inquiries and forwarding to the appropriate areas, and managing customer complaints and providing appropriate solutions. Working closely with other departments to provide excellent customer service is key.

Additional duties of this role include managing and sorting incoming mail, email, and deliveries, photocopying, and other administrative duties as required.

You will be working within the Customer Care team and interact with all departments within the shelter, volunteers, foster parents, and members of the public. You will have an opportunity to be cross trained in all areas of the department, including Lost & Found (Intake) and Adoptions.

The ability to work successfully in a team environment and build effective working relationships inside and outside the group is essential.

As our ideal candidate you have/are:

- A High School diploma or GED equivalent
- Proficient in Microsoft Office (Word, Excel, PowerPoint)
- Excellent customer service skills
- A demonstrated compassion for people, as well as animals
- Demonstrated ability and comfort level in handling animals of varying temperaments
- Demonstrated ability to work independently and take initiative, but consults with Manager when necessary
- Excellent communication skills with the ability to work with varying personalities and disabilities
- Diplomacy, tact, and discretion when dealing with all matters
- A clear criminal background check
- Reliable and flexible

If any of the above sounds exciting to you, we would love to hear from you!

Interested applicants are asked to send a resume and cover letter to:  
[customercarecareers@omhs.ca](mailto:customercarecareers@omhs.ca) by August 15, 2022

***Commitment to Diversity and Accessibility:***

The Oakville & Milton Humane Society believes that diversity and inclusion is about creating a culture that embraces the uniqueness of individuals and the communities in which we serve. We are committed to providing inclusive services where all staff, volunteers, donors, members, and customers feel respected and valued, regardless of origin, age, race, colour, sexual orientation, religion, gender, gender identity or expression, disability, social economic status, or any other bias.

We strive to create a safe and judgement free environment, in which we draw on the differences in who we are, what we have experienced, and how we think. We foster a workplace, and engage communities, where differences and abilities are valued, and everyone has access to the same opportunities. If contacted in relation to a job opportunity, please advise the HR Manager of 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