



Job Title: Adoption Counsellor

Employer: London Humane Society

Location: 624 Clarke Rd., London, Ontario

Terms of Employment: Full time. Shifts include weekends and holidays

Anticipated Start Date: As soon as possible

Work Setting: Animal shelter

Salary: Commensurate with experience

The London Humane Society is a non-profit charitable organization that improves the lives of animals in our community by providing temporary shelter and appropriate new families for unwanted, abandoned, abused or neglected animals. We are currently hiring an Adoption Counsellor position to join our team.

Reporting to the Shelter Supervisor, the Adoption Counsellor performs duties related to the surrender and adoption of all animals for the shelter. The Adoption Counsellor will be required to perform duties such as but not limited to adoptions, and intake of animals. The Adoption Counsellor will also be responsible for all administrative duties assigned; and for the appropriate reporting utilizing the Shelter Buddy database.

It is required for the Adoption Counsellor to provide exceptional customer service, and to maintain a high level of professionalism at all times.

RESPONSIBILITIES

- Meet with members of the public related to animal surrenders and adoptions and to answer questions about London Humane Society
- Responsible for performing duties in a professional, proactive manner in order to achieve and maintain good public relations and excellent customer service
- Must use discretion and good judgment at all time and ensure adherence to the shelter code of conduct
- Must be familiar with and supportive of the goals and missions of the shelter, and the OSPCA Act
- Adhere to all shelter policies and protocols
- Update Shelter Buddy database to ensure accuracy and completeness of animal records.
- Coach and mentor shelter staff to maintain standards of care based on Shelter policies and protocols
- Closely and regularly communicate with the Shelter Supervisor
- Immediately report all incidents of injury, property damage, absence of or failure of a protective device and/or equipment to the supervisor
- Work in compliance with the Occupational Health and Safety Act and its regulations
- Ability to lift and carry a minimum of 50 lbs
- Assist with year-end inventory for audit purposes;
- Other duties as assigned

QUALIFICATIONS

- Certificate as Animal Care Attendant or good working knowledge of animal welfare practices
- High school diploma or GED equivalent required
- Minimum 6 months previous customer service experience and proven leadership skills. Shelter, veterinary clinic, office or retail setting preferred
- Knowledge of a variety of animals, animal behaviour and their care requirements, ideally in a herd environment is an asset
- Exceptional verbal/written communication and interpersonal skills, with the ability to share information and provide feedback
- Self starter who take initiative and is able to work independently with minimal supervision
- Ability to multi-task, prioritize and adapt to change using strong organizational and time management skills
- Ability to maintain confidentiality
- Must not have allergies limiting or affecting exposure to animals
- Valid Ontario Driver's license and reliable transportation with the ability to travel occasionally
- Must be able to work flexible hours including weekends and holidays
- Knowledge of animal welfare and breed identification of both felines and canines considered an asset
- Must be able to work with other staff, volunteers and the public in a positive, professional manner
- Must have a genuine interest in and concern for the overall well-being of animals and demonstrate empathy and compassion for shelter animals

This position will stay open until filled. As we will be reviewing applicants as they are received, please forward your resume and cover letter as soon as possible to:

Sheila Harrison
Director of Operations
SHarrison@LondonHumane.ca

Website: www.londonhumanesociety.ca

London Humane Society (LHS) 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.

LHS is also committed to developing inclusive, barrier-free selection processes, and work environments. If contacted in relation to a job opportunity, please advise us in a timely fashion of any accommodation measure 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. Given the volume of applications received, we will respond only to those candidates who are selected for interviews.

No drop ins or phone calls please.