



## Position Description

**POSITION:** Receptionist/Dispatcher

**REPORTS TO:** Donor and Customer Experience Supervisor, or designate

**SUPERVISES:** No direct reports

Under the direction of the Donor and Customer Experience Supervisor, or designate, the Receptionist/Dispatcher will assist in the provision of a broad range of animal welfare programs, best practices and protocols that form part of the animal welfare mandate of The Humane Society. The Receptionist/Dispatcher will take-on departmental functions that ensure the health and well-being of the animals that come under the care of The Humane Society.

As a forward-thinking team player who is comfortable with a fast-paced, ever-changing but often stressful environment, the Receptionist/Dispatcher will openly take on the challenge of juggling multiple demands and will work collaboratively with others.

Responsibilities include best efforts to inform and guide customers and the public on animal welfare issues, The Humane Society policies, City and Provincial laws in regards to animals, and guide adopters through the adoption process, offering exceptional customer service, and other assignments as required.

A strong understanding of animal protection laws and animal welfare issues is important.

### **PRINCIPLE ACCOUNTABILITIES:**

- Take direction from the Manager, Animal Service Donor and Customer Experience Supervisor, or designate while demonstrating a commitment to achieving departmental goals.
- Work closely and correspond regularly with the Manager, Animal Services and fellow team members regarding departmental needs and activity, providing relevant updates on a regular basis to the Manager, Animal Services, or designate.
- Answering incoming telephone calls, responding to the general questions as well as taking and recording complaints pertaining to animal cruelty and by-law enforcement.
- Dispatching of calls to Officers.
- Redirection of inquires to proper department.
- Responsible for daily cash flow.
- Provide customer service regarding adoption, intake, and complaints.
- Keep accurate departmental records, maintaining their confidentiality, and assist with departmental paperwork as required.
- Perform other duties as required to improve the function of the Reception/Office area, and the Centre.

## **POSITION REQUIREMENTS:**

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position. The Receptionist/Dispatcher must have the following skills, among others:

- High School Diploma or equivalent.
- Ability to build and foster effective relationships with staff, volunteers, customers, partners, sponsors, community groups etc.
- Strong sense of teamwork and collaboration, with the ability to foster the same amongst others.
- Interpersonal skills to deal with multiple and differing behaviours of fellow staff, customers, and other organizational contacts.
- Must treat animals humanely, with compassion and concern both on and off the job.
- Ability to function effectively under stressful and ambiguous circumstances and accept direction.
- Organizational skills to meet time demands and multiple duties.
- Ability to manage multiple and sometimes conflicting priorities and deliver timely results.
- Expected to work afternoons and weekends to meet Centre requirements.
- Computer literacy – Microsoft Windows and Word, customized Humane Society programs and basic knowledge of typical office equipment.

The Receptionist/Dispatcher must demonstrate ability to work effectively with others (including Management, Co-workers, resident Veterinarians, Customers etc.) by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; and, addressing problems and issues constructively to find mutually acceptable and practical business solutions.

## **COMMITMENT:**

- Willingness to work a variety of shifts, including evenings, weekends and statutory holidays.
- Demonstrated regular and consistent attendance and punctuality.