Receptionist/Dispatcher (Permanent Part Time)

Are you passionate about animal welfare and community engagement? We are seeking a dedicated Receptionist/Dispatcher to join our team. This role involves handling various tasks to ensure the health and well-being of animals under our care. The ideal candidate thrives in a fast-paced, ever-changing environment and excels at juggling multiple demands.

This position is for the Stratford Centre and may be required to occasionally travel to the Kitchener location.

What you will be doing:

- Answer incoming calls, provide information, and record inquiries related to animal cruelty and by-law enforcement.
- Provide in-person customer service related to adoption, intake, and animal related by-laws.
- Dispatch calls to officers and redirect inquiries to appropriate departments.
- Maintain regular communication with the Manager and team members regarding departmental needs and activities.
- Manage daily cash flow.
- Maintain accurate departmental records and assist with paperwork as required.
- Perform additional duties to enhance the reception/office area and overall center operations.

Qualifications & Skill Required:

- High School Diploma or equivalent.
- Ability to build effective relationships with staff, volunteers, customers, and community partners.
- Strong teamwork and collaboration skills.
- Excellent interpersonal skills to manage various customer service issues.
- Ability to function effectively under stress and ambiguity, and accept direction.
- Organizational skills to manage time and multiple duties.
- Capability to handle multiple demands while maintaining a positive customer service approach.
- Willingness to work afternoons and weekends.
- Proficiency in Microsoft Windows, Word, and basic office equipment.

The Perks:

- Hourly wage $18.00 to $20.00
- Employee Assistance Program

- Access to staff pet food program (discounted retail prices)
- An environment always filled with adorable animals

If this role is calling your name, we look forward to hearing from you! Please forward your resume and cover letter to hr@kwsphumane.ca.

The Humane Society warmly welcomes applications from people of all backgrounds and groups. We are committed to a culture of inclusivity and collaboration that celebrates diverse perspectives and voices.

The Humane Society is committed to an inclusive, barrier-free work environment. We will provide reasonable accommodation to applicants with disabilities upon request. Please let us know if you require support at any stage of the recruitment process by contacting our Human Resources team at hr@kwsphumane.ca.

We do not use artificial intelligence or automated decision-making to screen or select candidates for this position. All applications are reviewed by our recruitment team.

This opportunity is for a current vacancy.

We thank all candidates for their applications; however only those selected for an interview will be contacted.