



## Receptionist / Dispatcher

Are you passionate about animal welfare and community engagement? We are seeking a dedicated Receptionist/Dispatcher to support our animal welfare programs. 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.

### What you will be doing:

- Assisting in achieving departmental goals under the direction of the Manager, Animal Services.
- Maintaining regular communication with the Manager and team members regarding departmental needs and activities.
- Answering incoming calls, provide information, and record complaints related to animal cruelty and by-law enforcement.
- Dispatching calls to officers and redirect inquiries to appropriate departments.
- Managing daily cash flow.
- Providing customer service related to adoption, intake, and complaints.
- Maintaining accurate departmental records and assist with paperwork as required.
- Performing 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 varying behaviors of staff, customers, and contacts.
- Compassionate and humane treatment of animals, both on and off the job.
- Ability to function effectively under stress and ambiguity, and accept direction.
- Organizational skills to manage time and multiple duties.
- Capability to handle multiple priorities and deliver timely results.
- Willingness to work afternoons, weekends, and meet center requirements.
- Proficiency in Microsoft Windows, Word, and basic office equipment.

**The Perks:**

- Hourly wage \$16.55 – \$19.30
- Flexible work schedule
- Access to staff pet food program (discounted retail prices)
- Access to staff veterinary services program
- An environment always filled with adorable animals
- Bring your pet to work OR enjoy others pets while you work!

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](mailto:hr@kwsphumane.ca)

The full job description is available at <https://kwsphumane.ca/careers>.

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.

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