



Animal Care Intake Coordinator

If you are passionate about helping animals and the people who care for them, this role offers a unique chance to make a meaningful impact. At The Humane Society, we work in a fast-paced, dynamic environment where no two days are the same, and where the work truly matters.

As our Intake Coordinator, you will be the first point of contact for animals entering our care, whether through owner surrenders or transfers from partner organizations. You will help families navigate difficult decisions, assess the needs of each animal, and ensure our capacity aligns with incoming requests. You will play a key role in strengthening our Rehoming Program by gathering accurate information, offering thoughtful guidance, and helping determine the best path forward for every animal.

This position is ideal for someone who is organized, empathetic, adaptable, and comfortable balancing hands-on animal care with meaningful conversations and administrative tasks. While the work can be emotional and challenging, it is also deeply rewarding, and you will be supported by a team of passionate professionals who care about animals, each other, and the community we serve.

Key Responsibilities:

- Foster positive morale and teamwork with staff and volunteers.
- Train, orient, and support new staff, co-op students, and volunteers.
- Assess intake candidates based on capacity, care requirements, and diversion opportunities.
- Serve as the primary contact for owner surrenders and follow up with pre-surrender clients.
- Work with pet families to explore rehoming alternatives, including training resources, behavioral support, and community services.
- Gather detailed animal information, including identification, microchip scanning, and behavioral observations.
- Support the Rehoming Program's development and continuous improvement.
- Track and match lost animals with owners.
- Assist with adoption inquiries and prepare animals for adoption.
- Provide daily care, enrichment, food, and handling for animals in care.
- Maintain high standards of cleanliness and follow strict disinfection protocols.
- Communicate department updates and needs to the Senior Manager and team.
- Participate in events and perform additional duties as assigned.

Qualifications & Skills Required:

- Strong interpersonal skills and the ability to support clients during emotional situations.
- Ability to develop positive working relationships with staff, volunteers, and community partners.
- Understanding of animal behavior, welfare practices, and relevant legislation.
- Experience handling a variety of animals (preferred).
- Strong organizational and time-management skills; able to balance multiple priorities.

Reviewed: Month DD, YYYY

- Ability to adapt in a fast-paced, often unpredictable environment.
- Physical ability to lift animals, move supplies, clean kennels, and be active for extended periods (approx. 40%).
- Flexibility to work evenings, weekends, and holidays as required.
- Computer literacy (Microsoft Windows, Word, shelter software).
- Flexibility to work evenings, weekends, and holidays as needed.
- Valid Class “G” Ontario driver’s license.
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Working Conditions:

- Work includes exposure to animals with diverse health and behavioral needs.
- Some animals may arrive injured, neglected, or fearful.
- Involves participation in humane euthanasia processes and supporting families through difficult decisions.
- Work occurs in both climate-controlled and outdoor environments.
- High noise levels, strong odors, and exposure to animal-related allergens.
- Physical demands include lifting, walking, standing, and repetitive motions.

The Perks:

- Hourly wage of \$19.73 – 22.32
- Comprehensive Health & Dental benefits
- Company RRSP Matching
- Employee Assistance Program
- Access to staff pet food program (discounted retail prices)
- Access to staff veterinary services program
- 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 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.