



Receptionist / Dispatcher (Permanent Full 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.

The position requires willingness to work a variety of shifts, including weekdays, evenings, weekends and statutory holidays at both Kitchener and Stratford centers.

What you will be doing:

- Assisting in achieving departmental goals under the direction of the Donor and Customer Experience Supervisor
- 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 \$17.66 – \$20.85
- Comprehensive Health & Dental benefits
- Company RRSP Matching
- 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 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.