

## Supervisor, Adoptions

Full-Time Permanent

### About Us

The Edmonton Humane Society (EHS) has been an animal welfare leader in the Edmonton community since 1907. We strive to be a model of excellence in the advancement of animal welfare and to lead the movement in creating a more humane world. EHS is a safe haven for thousands of homeless animals each year, providing veterinary treatment, behavioral rehabilitation, care, enrichment and rehoming. Beyond animal sheltering, we engage with the community through various programs and services to support happy, lifelong bonds between people and pets.

### The Role

Reporting to the Manager of Customer Experience, the Supervisor, Adoptions provides supervision and support for daily adoption activities, while ensuring a happy and healthy match and educating adopters on the needs of the animals. The Supervisor, Adoptions will focus on staying highly visible to the public, maintain a high level of customer service, and coordinate staff scheduling.

The Supervisor, Adoptions also supports the Animal Care and Admitting areas as needed to provide superior animal care and excellent customer service.

### Key Roles & Responsibilities

#### Staff Management

- Coach, develop and motivate staff through 1:1 meeting, performance development conversations and regular walk-arounds
- Perform investigations into incidents and performance when required, identify routes to effective resolution
- Working in conjunction with other supervisors, identify and create an effective plan to continue to improve staff morale and engagement
- Supervise department volunteers and coordinate volunteer workflow

#### Interdepartmental Support

- Provide excellent customer service and education (answer questions and resolve customer concerns and complaints)
- Have an understanding and are fully trained in all areas of operations, including Admitting, Adoptions and Animal Care in order to provide seamless support across operations

#### Administration

- Participate in recruitment, hiring, onboarding, and training of staff and volunteer positions
- Review and maintain accurate animal records on Shelter Buddy
- Maintain adherence to policies/protocols/standards related to cleaning and sanitation
- Daily open/close administrative duties including ordering/receiving shelter supplies
- Creating and ensuring SOP's, forms and health and safety regulations are current
- Daily scheduling for team members through ADP management
- Assisting in developing the budget and capital projects



## Education & Requirements

- Completion of High School diploma required
- Minimum 6 months experience in a supervisory/leadership role required
- Minimum 6 months of experience in a customer service role required
- Computer skills (intermediate proficiency in MS Word, Excel and Outlook, internet)
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## Skills & Abilities

As the ideal candidate, you have strong customer service skills and animal handling experience (comfortable handling all animals and including animals in distress or deceased animals).

Your passion is to coach and mentor staff members, while building a team that is engaged, productive and enjoy working together towards a common goal.

You are able to work in a fast-paced environment and multi-task with minimal supervision. You are an excellent communicator, with a strong understanding of emergency response protocols, with the ability to remain calm and empathic in stressful situations.

You are comfortable and skilled in working with a culturally diverse staff, volunteers, and community.

## Compensation & Hours

**Compensation:** EHS offers a competitive not-for-profit compensation package which includes a comprehensive benefits package, and a strong work-life balance.

**Hours:** 40 hours a week; however, is expected to work hours as required to fulfill department responsibilities. Some evenings and weekends may be required.

## How to Apply

If you are looking for a rewarding career in an exciting fast paced environment, we invite you to forward your resume and salary expectations, in confidence, by email to [hr@edmontonhumanesociety.com](mailto:hr@edmontonhumanesociety.com)

*The Edmonton Humane Society is an equal opportunity employer and we thank all applicants for submitting their resume. However, only those candidates considered for employment will be contacted.*