

FSPCA RECEPTIONIST

Job Purpose

This position is responsible for all intakes and adoptions at the centre. All phone calls come through the reception desk, as well as emails on a wide variety of situations. The person at this point is the first face of the FSPCA for visitors and is responsible for welcoming the public and seeing that their needs are met in a timely and pleasant fashion regardless how difficult the situation may be.

Duties and Responsibilities

Welcoming the Public

- Greeting all visitors
- Assessing their needs through non-judgemental questioning, and finding the proper person or persons to assist them

Answering phone/emails

- Assessing the issue through non-judgemental questioning
- Accurate information gathering of the pertinent facts
- Directing the concern to the proper person
- Making sure all Vet information is relayed to staff
- Taking lost pet reports accurately – also checking our recent intake for those who call about a lost pet.

Taking donations

- Accepting and expressing adequate appreciation for all donations whether financial or other (animal care items)
- Having sometimes difficult/emotional discussions with people who need to talk about a deceased pet.

Meeting the needs of Animal Care Workers

- Making call to vets as required to give or get information about an animal
- Contacting adopters about their applications – sometimes difficult
- Calling landlords for adoption approval

FSPCA RECEPTIONIST (cont'd)

Qualifications

- Excellent interpersonal skills
- Organizational skills
- Exceptional problem-solving skills
- Knowledge of Word and Excel
- Ability to work in a fast-paced environment without losing the thread
- Dealing with difficult sometimes highly emotional clients/public
- Fluency in both official languages a bonus

Working Conditions

This position is one that requires concentration in a sometimes fast paced environment. It also requires the ability to prioritize tasks on the fly and change planned work as new demands arise. Flexibility and the ability to multitask are definite requirements.

Physical/Emotional Requirements

While this job is not physically demanding in the sense that heavy lifting is required, it does call for the ability to move quickly when necessary. It is not a sedentary job.

As for the emotional component, the applicant must be a confident person with the ability to express her/himself assertively when necessary but with the empathy necessary when dealing with matters surrounding animals and their welfare.

There is also the need to be able to recover quickly from very stressful and often unpleasant interactions with the public who can put unreasonable expectations on the person who has to say no.