



Job Posting
Client Service Agent – Full Time & Part Time
(On-going posting)

This is an ongoing posting for current and future vacancies.

Who We Are:

We are the Toronto Humane Society, here to promote the humane care and protection of all animals and to prevent cruelty and suffering. Following no kill principles, the Toronto Humane Society aspires to be a best-in-class animal shelter – working in partnership with the community to find creative solutions and improve outcomes for all animals.

We work hard to ensure animals feel loved and cared for. Our shelter provides a multitude of services alongside adoption, including high quality veterinary care, training and foster programs, and community spay and neuter services. THS is a well-oiled machine, in that all its moving parts work best when everyone's working together. Our team is full of compassionate, driven, hard-working people who all want to create a better future for animals of all kind.

Who You Are:

The ideal candidate for this position has a genuine love of interacting with people, be it over the phone, email, or in person at the shelter, and always strive to provide excellent customer service. Our Client Service Agents also interact with others all across the shelter, from vets to adoption agents to volunteers.

A background in customer service will be very beneficial for this role! Client care is exceptionally important to THS, and the Client Service Agent is often both the first and last point of contact our customers have during their visit, call, or email inquiry. Sometimes these interactions can be stressful and difficult for everyone involved, so having an upbeat attitude, being able to keep calm in different situations and having a positive approach to problem solving will be a really important part of finding success in this role!

Knowledge of animal care isn't required, but it certainly is an asset as you will be answering all kinds of questions regarding the best care someone can give their pets, and the multitude of services that the Toronto Humane Society has to offer and assist the community.



What You Should Expect:

A typical day in the life of a CSA involves working within our Admissions or Public Vet Services clinics and helping members of the public to schedule appointments and counseling them on animal welfare, medical policies, healthcare recommendations, and the services we offer. They are also responsible for the accurate collection of payment and deposits required for treatments and procedures completed by our medical team.

For clients coming into the clinic or calling to book an appointment, a Client Service Agent is the first point of contact for collecting and recording the animals' medical information. This information is entered into our online database in order to ensure confidentiality and accuracy. Organizational skills are definitely an asset for a CSA.

Our Client Service Agents also play an important part when our customers are leaving the clinic! Before and after any procedures or check-ups, it's important to let pet parents know about pre-operative or post-operative instructions and CSA's are responsible for communicating these instructions to all clients where necessary in order to ensure a smooth treatment plan for all clients and their furry companions so that everyone stays happy and healthy.

Work Conditions:

Our shifts can be flexible, and the number of hours a week is dependent on whether it's a full-time or part-time role. Shifts at the shelter can include evenings, weekends, and holidays – the animals sometimes spend their holidays with us, and we take care of them throughout their entire stay!

Working with animals and people also means frequent interruptions and unexpected situations that can pop up at any time. It also involves periods of standing, sitting, walking, lifting and repetitive tasks, as well as occasionally helping to restrain patients in absence of a veterinary assistant after the proper training is provided.

Performing these daily tasks also means that our animal care workers may be exposed to dirt, dust, pollen, odors, wetness, humidity, weather, temperature and noise extremes, hazardous materials, traffic hazards, bright/dim lights, toxic agents, animal/wildlife attacks, animal/human bites, disease, pathogenic substances, or rude/irate customers.

This is a ***non-unionized*** position.

Starting Salary: \$14.70/hour



Diversity at the Toronto Humane Society

THS is dedicated to the goal of building a diverse workplace committed to working in an inclusive environment and strongly encourages applications from individuals who can provide different perspectives and can contribute to a further diversification of ideas.

We are also committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, the Toronto Humane society will make accommodations available to applicants with disabilities upon request during any stage of the recruitment process.

How to Apply

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Qualified applicants should send a resume to Human Resources at:

hr@torontohumanesociety.com

Applications will be reviewed as vacancies arise. Your application will be kept on file for 3 months. **Please do not call or email for your application status.**