



Join the team!

Calgary Humane Society (CHS) is a dynamic, non-profit organization whose mission is:
Protect Animals. Support People. Create a More Humane World.

As an organization, we value Compassion, Commitment, Courage, and Collaboration and we take pride in fostering an open, inclusive, creative, and supportive environment.

If your beliefs and values align with ours, we welcome you to apply for any open positions we have on our team.

Position Title:

Community Programs Coordinator – Full Time

Tuesday to Saturday | 9:00am-5:00pm | 37.5 hours per week |

Reporting to the Director of Community Services, the Community Program Coordinator is responsible for the development, execution, and maintenance of the Continued Companionship suite of programs. These programs include our Pet Safekeeping Program, Emergency Boarding Program, the Seniors program, the Rosco's Keep Them Home program, and the Pet Food Bank. This individual will also be responsible for developing the framework for future programming including vaccination and no-cost spay and neuter clinic with partnered veterinary clinics.

The successful candidate will be a compassionate problem solver who is skilled in customer service, program development and facilitation, and has proven past success in the coordination and execution of similar programming. They will possess the ability to use good judgement in sensitive situations, always maintaining confidentiality and discretion, while consistently demonstrating the core values of the organization.

Duties:

- Participating in the development of community outreach program with the strategic goal of promoting the well being of companion animals in Calgary and strengthening the human-animal bond.
- Executing and supporting the coordination of the community support programs offered by the Society. This will include reviewing applications to determine eligibility, booking and coordinating appointments, administrative documentation, schedule coordination with the veterinary team and other operational teams as required.
- Providing compassionate and non-judgemental service to clients seeking support and coordinating with the Admissions team to ensure appropriate support is offered in a timely manner through the maintenance of an appointment system and waitlists, where needed.

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- Developing and documenting procedures, policies, and practices related to Calgary Humane Society's outreach programs to ensure consistency and excellence.
 - Working collaboratively with external agencies and partners to ensure the goals of the outreach programs are met.
 - Supporting other operational teams with administrative tasks in support of the Society's outreach programs
 - Timely compilation of relevant statistics for all developed community programs and performing statistical analyses to enhance outreach opportunities.
 - As this is a newly created position, the duties and responsibilities will evolve as programs are created.
 - Provide support in other areas of the shelter when required, including assistance in Animal Care.
 - Other duties as assigned.

Position Requirements:

- Minimum high school diploma or equivalent.
- Ability to attend shifts onsite.
- Genuine concern for the welfare of animals.
- Experience in customer service and program facilitation.
- Proven ability to build, foster, and enhance positive relationships with various demographics and sectors.
- Previous experience in the animal welfare sector or veterinary clinic an asset
- Veterinary Office Assistant (VOA), Veterinary Medical Reception (VMR), or Veterinary Technical Assistant (VTA) preferred.
- Social Work background an asset.
- Previous experience working with dogs, cats, and small animals would be considered an asset.
- Ability to work as part of a team or independently as required.
- Intermediate knowledge of Microsoft Office.
- Ability to communicate effectively, both verbally and in writing (a written competency assessment may be included as part of the interview process).
- Strong interpersonal skills and the ability to deal with a diverse range of people.
- Excellent organizational skills and the ability to manage a wide range of tasks and competing priorities.
- Successful candidate will be required to provide a criminal record check at their own expense to be arranged by CHS.
- Able to safely and comfortably handle a variety of species including but not limited to: cats, dogs, rabbits, birds, rodents, reptiles, and other species.
- Flexibility to work occasional overtime as required.
- Handling, moving, lifting, and pulling equipment and animals up to 40lbs.
- Repetitive motions of sitting reaching, lifting, squatting, bending, pulling.



Join the team!

Annual Salary:

Commensurate with education and experience.

Benefits & Perks:

- 100% employer paid health and dental benefits for employees and their dependents.
- Annual Wellness Spending Account.
- Vision coverage.
- Paid vacation, sick time, wellness days, and paid day off on your birthday.
- Matching RSP.
- Professional development opportunities.
- Discounts on CHS products and services, including adoption fees.
- Access to Employee and Family Assistance Program.
- Access to reduced rate counseling services.
- A commitment to accessibility and accommodations for different needs.

Closing date: Posting will remain open until a suitable candidate is found.

We encourage applicants from diverse backgrounds to apply. Please submit your cover letter and resume, indicating the job title in the subject line, to careers@calgaryhumane.ca

We thank all applicants for their interest however only those selected for an interview will be contacted. No phone calls please.