JOB DESCRIPTION

JOB TITLE: Administrator, Bow Valley SPCA

LOCATION: Carla Cumming Sojonky Adoption Centre
                              Canmore, Alberta

REPORTING TO: Centre Manager, Bow Valley SPCA
                              Board of Directors

DATE: June 2023

MISSION:

Our mission is to provide our community with an adoption centre following a no kill, no cage philosophy to shelter, care for and re-home stray and abandoned dogs and cats and promote humane attitudes and responsible pet companionship through educational programs and community leadership.

Please visit our website: www.bowvalleyspca.org

POSITION SUMMARY:

Responsible for graphic design and working alongside the Adoption Centre Manager (ACM) and Board to support and execute events and community outreach. A significant portion of the role will involve supporting the ACM in day-to-day shelter operations – including vet trips, animal care, communication with Animal Care Attendant staff, and administrative/reception work. The ideal candidate will have strong organizational skills, keen attention to detail, and comfortability handling animals of all sizes, breeds, and temperaments. Experience with graphic design is a definite asset. Class 5 Drivers License required to drive the Centre van.

This position will be for Tuesday to Saturday 8:30AM-4:00PM (with a paid 30-minute break) $18.50 an hour; flexibility is required as this schedule will vary at times due to events and other activities which require participation.

Areas of responsibility include (but are not limited to) the following:

ADMINISTRATION:

- General office administration
- PetPoint data entry, data management/quality control; help track animal observations (behavioural and medical), details and general information
- Record donations and issue taxable receipts
- Send thank you notes and acknowledgements of/to donors and monitor donations coming through our online donation platform, CanadaHelps
- Set up and manage registration for events (Agility Class, ELS, Open Paws etc.) on CanadaHelps
- Prepare adoption/foster contracts under direction of the ACM

FRONT DESK DUTIES:

- Welcome visitors to the Centre
- Respond to customer needs, including assisting with adoptions, answering questions about animals available for adoption, and processing retail transactions
- Answer phone, check messages and respond accordingly

COMMUNICATIONS SUPPORT:

- Newsletter creation and circulation
- Send emails as required using various systems e.g. Mail Chimp
- Keep shelter signage up to date

BOARD SUPPORT:

- Liaison and collaboration with Board Members as required
- Working with the head of Community Outreach and ACM to execute online or in person community outreach
- Working with the head of Fundraising and ACM to support fundraising efforts
- Assist with scheduling and execution of Adoption Centre tours to groups arranged through the Education or Fund Development Committees

VOLUNTEERS (role could vary depending on volunteer intake and procedure changes):

- Works closely with the Volunteer Coordinator to support, coordinate and recognize the community volunteers
- Eventually, manage and be the contact person for our Foster Volunteer Program (depending on skillset and comfortability)

PUBLIC RELATIONS AND EVENTS:

- Establish and maintain a positive presence in the community for the Centre
- Share information on the mission and mandate
- Greet public, answer questions
- Assist with the planning and execution of Centre events, specifically designing promotional material (print posters, newspaper advertisements, and social media content) using graphic design programs e.g. Canva, Adobe Illustrator

MISC. DUTIES:

- Track inventory of merchandise, food, prescription medication, and cleaning supplies, and complete supply runs as needed
- Assist with surrenders and adoptions as instructed by the ACM
- Transportation of animals to veterinarians for routine exams, surgeries, and consults (Centre van available for use)
- Liaison with veterinarians to execute medical plans, and to order food/medications
- Spend time with the animals at the Centre (particularly those with specific behavioural/medical challenges) and assist as required to ensure their needs are met throughout the day
- Communicate with Animal Care Attendees when ACM is unavailable or away

REQUIRED SKILLS, EXPERIENCE & QUALIFICATIONS:

- Proven administrative skills
- Proficiency in use of computers including database management, social media, website management (Microsoft Office products competency e.g. Excel., Word, PPT); graphic design experience an asset
- Strong organizational and time management skills; enjoys multi tasking in a fast-paced environment
- Post-secondary education preferred
- Previous non-profit organization experience an asset
- Personable, and able to develop rapport comfortably with visitors, volunteers, staff, donors and adopters etc.
- Able to navigate challenging situations with professionalism and sensitivity
- Team oriented, collaborative style, self-motivated
- Experience working in animal care a definite asset
- Comfortability and confidence in handling cats and dogs (of all sizes, breeds, and temperaments) and assisting with animal care (including medical care)
- Class 5 Drivers License required