



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:	August 2025

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:

The Administrator position is a diverse and exciting role where no two days are the same! If you are an office/administrator extraordinaire, have a knack for design and organization, and want to make a positive impact in the lives of animals and the people that adopt them, this role might be for you!

This role is responsible for working alongside the Adoption Centre Manager (ACM) and Board to provide administrative, reception, animal care and graphic design support and to assist with executing events, fundraisers, and community outreach initiatives. A significant portion of the role involves supporting the Adoption Centre Manager (ACM) in day-to-day shelter operations – including vet appointments, animal care, communication with Animal Care Attendant staff, administrative work, reception duties, and errands. The Administrator will provide coverage for the ACM in the event of their absence and will provide visitor service support during public hours.

This role is a blend of desk-focussed work, customer service, and animal care. As such, the ideal candidate will have strong organizational skills, keen attention to detail, demonstrate flexibility and adaptability, be a good communicator, and be comfortable handling dogs and cats of all sizes, breeds, and temperaments. Experience with graphic design is a definite asset. Strong computer skills are essential, including an ability to learn record management systems. A Class 5 Driver's License is required to drive the Centre van.

This position will be on site at the Carla Cumming Sojonky Adoption Centre, Tuesday to Saturday 8:00AM—4:00PM. Wage will start at \$19.00/hour. Flexibility is required as this schedule will vary at times due to occasional animal care needs (i.e. emergency appointments), events, fundraisers, and other activities which require participation.

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

ADMINISTRATION:

- General office administration (i.e. emails, phones, file management)
- Data entry, management and quality control including inputting animals, medical appointments, surgeries, and medications into PetPoint (record management system)
- Monitor donations through our online donation platform (CanadaHelps) and receive donations in-person; track donations; issue taxable receipts; send thank you cards and acknowledgements to donors
- Set up and manage registration for events (dog classes, fundraisers, volunteer training) on CanadaHelps
- Prepare adoption/foster contracts under direction of the ACM
- Maintain tracking systems and compile stats (i.e. animal adoptions, merchandise sales, events) and assist with creation of annual report documents
- Assist with weekly Cash Out as required by ACM

FRONT DESK DUTIES:

- Welcome visitors to the Centre
- Respond to customer needs, including assisting with adoptions, answering questions about animals available for adoption, responding to inquiries about lost animals, surrenders, and community programs/assistance
- Process retail transactions using Square POS system; accept cash, card, cheque
- Answer phone, check messages and respond accordingly
- Assist Greeter volunteers as needed when Centre is busy
- Ensure animal visitation protocols are followed by volunteers and visitors

COMMUNICATIONS SUPPORT:

- Weekly and monthly newsletter creation and circulation
- Send email campaigns as required using various systems (e.g. MailChimp)
- Keep shelter signage up to date, including taking photos of animals, writing bios, and creating public facing notice signs
- Maintain and update lobby PowerPoint presentation and lobby bulletin board
- Create promotional material for fundraisers, events, special occasions including social media graphics (Facebook & Instagram), website graphics, posters, newspaper ads
- Assist ACM with social media content and communications as directed
- Update website with relevant content, information, events, and adoptable animals

BOARD RELATIONS:

- Liaison and collaborate with Board Members as required; assist with tasks as needed
- Work with the head of Community Outreach and ACM to execute online or in person community outreach
- Work 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
- Provide direction to Cat Team volunteers; work with Team Leads to develop care plans for special need cats
- Assist volunteers the maintenance of the Shed Shop, including processing donations
- 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 Bow Valley SPCA mission and mandate
- Greet the 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)
- Developing new ideas and proposals for events, fundraisers, etc.

ANIMAL RELATED DUTIES:

- Help track animal observations (behavioural and medical), details, and general information and communicate with ACM and ACA's

- Transportation of animals to veterinarians for routine exams, surgeries, and consults (Centre van available for use)
- Spend time with animals at the Centre (particularly those with specific behavioural/medical challenges) and assist as required to ensure their needs are met throughout the day.
- Get to know the animals in order to answer questions about their health and personalities and to understand their needs and ideal adoptive home.
- Respond effectively and appropriately to medical or behavioural concerns, challenges or emergencies, including timely communication with ACM and Animal Care Attendants (ACA)
- Assist with preparing and securing animals for transport to appointments or adoptions
- Provide support to ACA's and ACM in medicating and treating animals as needed
- Occasional emergency coverage for ACA's in the event of staffing shortage or unforeseen absence

MISC. DUTIES:

- Track inventory of merchandise, food, prescription medication, and cleaning supplies; submit orders and complete supply runs as needed
- Assist with surrenders and adoptions as instructed by the ACM
- Book vet appointments as directed by the ACM
- Liaison with veterinarians, ACM and ACAs to execute medical plans
- Communicate with ACAs when the ACM is unavailable or away
- Oversee sticker merchandise designs and ordering; liaison with business partners for production and sales
- Assist with maintaining appearance and organization of Centre spaces and supplies
Prepare proposals for new initiatives, events, merchandise, and/or developments

REQUIRED SKILLS, EXPERIENCE & QUALIFICATIONS:

- Proven administrative skills
- Proficiency in use of computers including Microsoft Office Suite (e.g. Excel, Word, PowerPoint, OneDrive, Teams), database management (i.e. PetPoint, CanadaHelps), newsletter software (i.e. Mailchimp), social media, website management (i.e. Wagtail)
- Graphic design experience an asset, or willingness to learn
- 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

- 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
- Positive attitude, willing to learn, flexible and adaptable
- Class 5 Drivers License required
- Criminal Record Check required
- Must be able to physically lift 25lbs