

**Job Posting #21-045**  
**Assistant Manager, Admissions and Rehoming – Full-Time**

**Job Summary**

The Assistant Manager, Admissions & Rehoming, under the direction of the Division Manager, Shelter Programs, will be primarily responsible for oversight and leading shelter admission and rehoming programs of the Toronto Humane Society. This position directly manages the Adoption and Admissions service staff.

**Main Duties/Responsibilities**

- Oversee the day to day operation of all aspects of the shelter admission and rehoming services
- Responsible for ensuring the scheduling and processing of all animals being admitted to the Toronto Humane Society meeting all required minimum standards
- Act as a primary point of contact for any elevated concerns or issues related to shelter admissions and rehoming
- Ensure the delivery and provision of top-quality customer service and client care
- Monitor the animal population and determine appropriate rehoming options to keep all animals Length of Stay to the shortest possible time frame
- Supervise staff, including scheduling, reviewing work, training, and assisting with personnel action such as hiring, transferring, promoting, disciplining, and conducting performance reviews.
- Lead and foster an environment of teamwork and cooperation within supervised Team, growing and building upon a focus of inclusion and support for clients of the Toronto Humane Society
- Empower employees to take responsibility for their jobs and goals; delegate responsibility and expect accountability and regular feedback
- Monitor and adjust as necessary timesheet and payroll data entry
- Demonstrate cooperation among other staff members
- Participate in the development and maintenance of policies/protocols related to booking, admitting, scheduling and billing
- Ensure that adoption policies and protocols are followed
- Foster, promote, support and drive inclusion and influence others to promote, embrace and progress Diversity, Equity & Inclusion at THS.
- Maintain and assist with shelter admission and rehoming aspects of shelter management software
- Review, evaluate, and make recommendations for improvements to Admissions and Adoption procedures
- Facilitate communication between department managers, medical staff, and third-party organizations
- Maintain a high level of confidentiality in all interactions
- Ensure all new hires and permanent staff receive adequate/ongoing training in all areas of purview
- Present a positive and professional image of the organization when interacting with employees, clients/customers, visitors, and other external stakeholders
- Attend and participate in workshops, seminars, and in-service training to further education, skills, and training.
- Be aware of and work within the regulations of all Toronto Humane Society policies and protocols.
- Must be able to complete the duties of staff under supervision when required
- Be available when needed for issues or problems related to job duties and responsibilities
  - Including on-call hours if and when needed.
- Work in compliance with the provisions of the OHSA and its regulations, including understanding and adhering to the requirements of the Health and Safety Manual, and any other rules and regulations established by the Toronto Humane Society.
- Other Duties as required in the day to day operation of the Society.

**Qualifications/Requirements**

- Post-Secondary education, degree, diploma or certificate in a related field including social work, social service work
- Minimum 3 years of experience in a supervisory or management role,
- Or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job
- Ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Ability to effectively communicate both verbally and in writing
- Ability to prioritize and manage conflicting demands
- Ability to remain calm and professional in emotionally charged situations
- Strong interpersonal skills
- Strong leadership qualities
- Ability to respond quickly in a dynamic and changing environment
- Ability to work individually whilst leading a team
- Demonstrated ability to build and maintain lasting working relationships
- Demonstrated passion for and commitment to helping animals
- Demonstrated skill and knowledge in mediating dispute, conflicts and grievances
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment
- Meticulous records maintenance skills
- Proficient in Microsoft Office programs (including Word, Excel, Outlook and PowerPoint)
- Ability to adapt to new technology

**Work Conditions**

- Flexible hours including nights, weekends, and holidays
- Attendance and participation in training
- Operation of desktop computer and peripherals
- Interaction with employees, management and directors
- Working in a busy office environment with frequent interruptions
- May be required to work long hours
- Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, odors, wetness, noise extremes, hazardous materials, toxic agents, animal/wildlife attacks, animal bites, disease, pathogenic substances, or rude/rude customers.

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

- Interested applicants should forward a copy of their resume to: [hr@torontohumanesociety.com](mailto:hr@torontohumanesociety.com) The Toronto Humane Society is a respectful and inclusive workplace. We are committed to championing accessibility, diversity and equal opportunity. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the Bona-fide requirements for the open position. Applicants need to make their requirements known when contacted.

