



Ottawa Humane Society Job Description

Job Title:	Attendant: Direct Response
Reports to:	Manager: Development

JOB PURPOSE

The Attendant: Direct Response is responsible for providing administrative support to the Development department at the Ottawa Humane Society (OHS) including supporting donor stewardship communications

DUTIES AND RESPONSIBILITIES

- Triage and respond to telephone and email communication
- Support donor stewardship communication and follow up
- Process outgoing mail
- Update and maintain client records in Chameleon and Raiser's Edge
- Other administrative tasks as assigned
- Support the activities of coworkers, volunteers, students and work placements and provide orientation and training as required
- Be thoroughly familiar with pertinent legislation, regulations, guidelines, OHS policies, procedures, and collective agreement
- Produce and maintain accurate reports, records, and files
- Participate in supervision, evaluation, training and other meetings as required
- Participate in the identification and evaluation of OHS program goals and objectives
- Participate in professional development opportunities
- Represent the OHS in a professional manner
- Participate in public relations and promotional activities as required
- May be required to assume some of the responsibilities of Attendant: Development

QUALIFICATIONS

- Secondary school diploma or equivalent
- Post-secondary diploma or certificate in fundraising is an asset
- Minimum of one year education, or experience, in office administration
- Proficiency in Microsoft Office Suite
- Chameleon and/or Raiser's Edge experience is an asset
- Professional working proficiency in spoken and written English is required
- Bilingualism (English/French) is preferred

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Employee may be required to work evening, holiday, and weekends as needed

- Employment is conditional upon maintaining confidentiality of OHS information
- Employment is conditional upon the ability to work around all species of animals safely

Approved by:	
Date approved:	July 2022
Last reviewed:	