

COCHRANE & AREA HUMANE SOCIETY
Reception & Administrative Assistant

Position Description:

The Reception & Administrative Assistant will provide support to Management and other departments and will be responsible for completing administrative duties as directed by the supervisor. Duties include front reception, including greeting the public, answering the telephone, cash handling, and applicable front desk duties, general office and administrative tasks of shelter programs, and maintaining solid relationships with the Society's supporters. The position will have a clear understanding of the Society's education programs, retail store and general reception.

The position is a 24-hour work week, Tuesday to Friday, with hours corresponding to public hours. Salary is negotiable depending on skill set and experience and we offer a competitive salary range, group benefits and group RRSP plan.

Position Responsibilities:

- Greet all visitors, adopters, volunteers, and donors in a warm, friendly, and professional manner
- Administer the Society's education programming, including program registration and scheduling, host and room bookings, and payment processing
- Create orders and complete inventory for Norm's Nook pet supply store monthly
- Administer room bookings, including set up, take down and communication with staff and user groups
- Responding to email inquiries, answering phone calls, filing & other clerical duties
- Retail sales, cash handling and daily cash-out
- Accept donations from the public and payments for programs & services
- Track goods in kind donations
- Manage difficult or emotional interactions with professionalism and empathy
- Data entry and spreadsheet creation & maintenance
- Produce database reports as requested
- Ensure website is accurate and proof-read with regular rotation of sponsor's logo's
- Deliver the community food bank program
- Assist with all aspects of annual and/or public seminars
- Assist with AV equipment, telephone and security systems
- Maintain the cleanliness of the reception, lobby & retail area
- Other administrative related duties requested by management
- Complete all mandatory training
- Ensure appropriate and timely communication is shared within and between departments
- Communicate animal related health and behavioral concerns and any occupational hazards to Management in a timely manner
- Adhere to Shelter policy and procedures

- Always conduct themselves in a professional and courteous manner while working as an employee of the Cochrane & Area Humane Society

Qualifications and Skills:

- Completion of post-secondary education in administration or minimum two (2) years of related administrative experience
- Exceptional customer service skills with a friendly, outgoing, and approachable demeanor
- Team-oriented, but also confident working independently
- Takes pride in being the “first impression” of the organization
- Strong communication skills, both verbal and written
- Highly organized with strong attention to detail
- Ability to multitask and remain calm under pressure
- Professional, reliable, and solution-oriented
- Comfortable handling sensitive or emotionally charged situations
- Advanced computer skills including Microsoft office, Excel and other programs
- Experience using Sumac, Canada Helps, Benevity, GiftTool, Clover and Acuity an asset
- Strong interpersonal and organizational skills and willingness to adhere to good standards of operational procedures, productivity, and time management
- Ability to work closely with other staff, volunteers, and the public in a positive, practical manner
- Valid Alberta Driver’s License
- A genuine concern and appreciation for the welfare of animals & people

Evaluation:

The Office Supervisor will evaluate the performance of the reception & administrative assistant within the first year of employment at three months, six months and yearly thereafter as per the Performance Management System.

Application Process:

If you would like the opportunity to be a part of a caring and compassionate team working for a worthy cause, please forward your *resume with salary expectations* to:

Cochrane & Area Humane Society

Attention: Office Supervisor

62 Griffin Industrial Point

Cochrane, AB T4C 0A3

Or email resume to: jamila.mancini@cochranehumane.ca

Please note: Only those candidates considered for the position will be contacted.

Hiring immediately

Updated May 2026