



**Regina
Humane
Society**

Job Competition Cremations Office Assistant

Position: Cremations Office Assistant

Position Type: Part-time

Department: Cremations

Status: Permanent

Reports To: Supervisor of Cremations

Wage/Benefits: per CBA

Posting Date: August 15, 2024

Closing Date: When filled

POSITION SUMMARY

As a key member of the Cremations team, the Cremations Office Assistant serves as both the first point of contact for families facing end-of-life decisions for their pet as well as the last point of contact for grieving families picking up their pets' remains and/or memorial items. In support of organizational and departmental goals, this role receives and assists clients, responds to inquiries, provides general clerical support and any assistance required throughout the cremation process. Responsibilities include accepting remains, transporting remains, documenting client requests, packaging, transporting and/or shipping cremated remains. The Cremations Office Assistant must perform work safely and efficiently, ensuring all protocols and standards are followed, and provide clients with a high-quality standard of compassion, care, and service. Additional responsibilities include the maintenance and minor repair of equipment, and ensuring cleaning and sanitizing protocols are followed.

PRIMARY RESPONSIBILITIES & ACCOUNTABILITIES

In accordance with RHS's objectives, philosophies, policies, and procedures, the Cremations Office Assistant is responsible for the following:

1. Models the corporate values and demonstrates support for the mission, vision, and strategic direction of the RHS in all interactions.
2. Receives and serves clients in a respectful, caring, and compassionate manner whether in-person, over-the-phone, or through technology-based applications.
3. Assists clients in selecting cremation options, urn selection, and purchase. Meticulously collects and accurately records all information from clients pertaining to their order and requests. Promotes sales of urns and other items as required.
4. Completes sales transactions according to RHS policies and procedures.

PRIMARY RESPONSIBILITIES & ACCOUNTABILITIES *(continued)*

5. Responds to inquiries accurately and promptly and follows up as necessary.
6. Ensures that client requests regarding cremation options, mementos, packaging, and return or disposal of cremated remains are clearly and accurately documented.
7. Refers complaints, complex inquiries, and special cases to the Supervisor of Cremations as appropriate.
8. Relays order information to the Supervisor of Cremations and/or suppliers as required.
9. Receives deceased animals from veterinary clinics, clients, the public, or other locations. Collects required information and completes all required documentation pertaining to each case.
10. Handles deceased pets and cremated remains respectfully at all times.
11. Performs quality checks and ensures deceased animals received for cremation are clearly and correctly identified upon arrival, and at all other times before, during, and after the cremation process.
12. Ensures that deceased pets and cremated remains are stored securely at all times to prevent tampering and unauthorized removal.
13. Collects and appropriately packages requested mementos.
14. Prioritizes tasks as appropriate to ensure that work is completed correctly, safely, and efficiently.
15. Transports deceased pets and cremated remains to and from the RHS as necessary.
16. Packages cremated remains, urns, and other items for transportation and shipping as required.
17. Stocks work areas and retail displays as directed, ensuring required supplies and other items are ready and available for use at all times.
18. Regularly cleans and disinfects equipment and supplies in the work area, and ensures public areas are clean, tidy, and ready for presentation at all times. Provides other sanitation and housekeeping duties as directed.
19. Ensures all equipment in areas of responsibility are appropriately maintained and in good repair. Promptly reports equipment deficiencies or repair requirements to the Supervisor of Cremations.
20. Assists with administrative duties and provides assistance to other areas in the Organization as needed.

21. Provides assistance to train staff, students, and volunteers.
22. Delivers educational and client support programming as required.
23. Maintains a safe work environment. Ensures adherence to safety protocols, procedures, and expectations. Ensures compliance with all components of the Occupational Health and Safety (OH&S) Management System and OH&S legislation.
24. Additional responsibilities as required.

QUALIFICATIONS

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| Education | <ul style="list-style-type: none"> ▪ Holds a Certificate or Diploma in Office Administration, or the equivalent, from a recognized learning institution ▪ Knowledge, understanding, and appreciation of the RHS, its role in the community, and animal welfare and rights. |
| Experience | <ul style="list-style-type: none"> ▪ A minimum of one (1) year of experience with in-person client services, ideally in the funeral services industry, a veterinary clinic, or in the animal care service industry. ▪ Experience completing sales transactions is an asset. |
| Skills | <ul style="list-style-type: none"> ▪ Communication <ul style="list-style-type: none"> ~ Skilled communicator both orally and in writing (listens well, is clear and understandable, has good interviewing abilities); ~ Uses correct grammar and spelling; ~ Consistently uses appropriate professional terminology; ~ Able to comprehend and effectively implement a wide variety of policies and procedures; ~ Ensures documents and related details are recorded and input correctly. ▪ Collaborative Team Member <ul style="list-style-type: none"> ~ Has an inclusive, inviting nature, and seeks input and alternative perspectives from others; ~ Ensures detailed requirements are understood and included; ~ Is a supporter of diversity, inclusion, and collaboration, and works effectively with team members to achieve goals. |

Skills *(continued)*

- **Interpersonal Acumen**
 - ~ Is approachable, and can interact with a wide range of individuals, of all ages, with varying needs;
 - ~ Listens well and has a friendly demeanor;
 - ~ Demonstrates empathy, tact, diplomacy, and discretion;
 - ~ Mediates disputes and manages difficult situations and conflict calmly and professionally;
 - ~ Demonstrated ability to establish and maintain cooperative working relationships with co-workers and the public;
 - ~ Understands underlying behaviors and emotions and responds appropriately.

- **Planning and Organization**
 - ~ Plans, prioritizes, and organizes work flow;
 - ~ Is highly organized and efficient with significant detail, ensuring all records and documentation are managed efficiently and effectively with quality outcomes;
 - ~ Delivers results.

- **Focus on Detail and Quality**
 - ~ Works with significant detail (i.e. scheduling, invoicing, documentation etc.);
 - ~ Ensures all details, records, and documentation are completed efficiently and effectively with quality outcomes;
 - ~ Delivers results.

- **Concern for Safety**
 - ~ Follows all safety protocols and expectations when handling animals and operating equipment;
 - ~ Does not take any type of risk that would put self, others, or animals in harm's way.

- **Self-Motivation**
 - ~ Is self-motivated, and can work with minimal direction;
 - ~ Is resourceful, takes initiative, and demonstrates a sound work ethic;
 - ~ Introduces process improvements in scope of work.

- **Flexibility and Stress Management**

Skills *(continued)*

- ~ Able to manage a high-volume work-flow and complete a heavy workload in established time frames;
 - ~ Capable of multi-tasking under stress-filled and unpredictable situations, and manage multiple priorities;
 - ~ Can work with limited resources without issue;
 - ~ Available for extended hours and public and televised events as required.
- **Problem-Solving**
 - ~ Conceptualizes potential issues and their implications;
 - ~ Has excellent judgement and reasoning with demonstrated ability to make appropriate decisions following standard workplace policies and past precedents;
 - ~ Has the self-confidence to make independent decisions based on information at hand;
 - ~ Improvises to solve issues without compromising policies and protocols.
 - ~ Demonstrated ability to recognize critical situation and take appropriate action
 - **Technology Proficiency**
 - ~ Computer competence, including use of MS Office;
 - ~ Ability to learn internal systems, databases, and other technologies as required.

Values

Consistently demonstrates the values of the Regina Humane Society, including:

- **Leadership**
 - ~ Models the Organization's values;
 - ~ Demonstrates initiative and self-motivation;
 - ~ Accomplishes results;
 - ~ Works to contribute and continuously improve upon processes.
- **Professionalism**
 - ~ Acts as an ambassador for the RHS;
 - ~ Maintains confidentiality and privacy of information.
- **Compassion and Care**
 - ~ Committed to RHS's vision and mission for animals and people.

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- **Integrity and Honesty**
 - ~ Open and honest in their approach to work;
 - ~ Reliable and trustworthy.
 - **Teamwork**
 - ~ Works well and effectively collaborates with colleagues.

Working Conditions & Effort

- Work is performed concurrently in an office, animal shelter, and crematorium environment.
- Exposure to infectious fluids, materials, disinfectants, and chemical cleaners.
- Exposure to potentially aggressive, unruly, sick, parasite-infested, and injured animals, as well as frequent exposure to deceased animals.
- Attends work related priorities (i.e. events, programs, or operational needs) outside of normal working hours (average once per month).
- Participates in public and televised events.
- Work performed requires lifting, bending, stooping, pushing and other strenuous activities including but not limited to lifts and transfers of large animals. Must be able to stay standing or active during entire shift if required. Must be able to safely lift a maximum of 32 kg multiple times per shift.
- Detailed work that requires significant attention, thought, and concentration
- Working environment can be noisy, odorous, and physically and emotionally stressful.
- Exposure to angry, emotional, overwhelmed and potentially aggressive individual.
- Exposure to computer hardware and peripherals.
- Frequent distractions and interruptions.
- Uniform required while on duty.
- Driving in a variety of weather and traffic conditions.

Additional Notes

- An acceptable criminal record check is a condition of employment.
- Acceptable driver's abstract with a current, valid driver's license is a condition of employment.
- Verification of education on file.
- Excellent work attendance and punctuality.
- Adherence to the RHS Code of Conduct and Ethics, including a signed agreement.
- Adherence to the RHS Confidentiality Agreement, including a signed agreement.

Please submit applications to Dr. Katherine Ball (kball@reginahumane.ca).
All applications must include a letter of interest and current resume.