

### **Customer service and Logistics**

Part Time (20-30 hrs/week) on-site

Temporary mandate 6 months or longer; possibility to become permanent.

Place of Employment: Gloucester, ON

Salary: \$19/hr

The Eternal Companions Neighborhood Pet Memorial Centre in Gloucester (Ottawa Ontario) is a one-of-a-kind, caring and compassionate commemorative centre for dogs, cats and other small pets, serving the Ontario and Québec regions.

We distinguish ourselves by a personalized service, a real respect for the animals taken care of and support provided to families in their time of grief.

We are looking for a Customer service and logistics person who is a team player and has strong client service skills as well as the ability to maintain a compassionate demeanor while dealing with clients.

### **Responsibilities include**

- Welcome, advise and accompany families in the organization of funeral services for their pet, while respecting their wishes
- Answering the phone, scheduling appointments and responding to emails
- Taking care of the bodies of deceased animals with dignity, care and respect
- Occasionally picking up deceased pets with use of a company vehicle from veterinary clinics or from homes when needed, ensuring perfect compliance with regulatory and operational procedures.

### **Requirements:**

- Bilingual in French and English – written and spoken is mandatory.
- Must have a current valid driver's license and a good driving record
- Be punctual and detail-oriented
- Able to lift 51 pounds
- Must work well with others in a team environment
- Must work within established safety guidelines
- Maintain a professional appearance at all times; company apparel to also be provided.

Email [n.legare@compagnonseternels.ca](mailto:n.legare@compagnonseternels.ca) for more details

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