

# ROYAL SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS

## POSITION DESCRIPTION

**1. POSITION TITLE: CUSTOMER SERVICE OFFICER**

**2. PRIMARY OBJECTIVE**

- Providing a range of services to customers of the shelter to ensure issues are address and conflicts resolved and a high level of customer service is maintained.
- Receive and address a wide range of enquiries to ensure members of the public are appropriately advised of Society policies and practices and relevant matters are referred to other areas of the shelter.
- Provide advice and guidance to the public on a wide range of animal welfare matters to ensure a high level of customer service.
- Comply with all OH&S guidelines to ensure high standards of personal care are maintained.

**3. KEY ACCOUNTABILITIES**

1. Provide a range of services to customers of the shelter to ensure issues are addressed and conflicts resolved and a high level of customer support is maintained.
2. Answer a broad range of questions associated with the shelter, cruelty complaints, and policies of the Society and provide guidance to the public on a range of Animal Welfare matters.
3. Resolve minor conflicts with members of the public to ensure effective customer service.
4. Complete and explain forms and other paperwork associated with the rehoming, reclaiming and surrender of animals to ensure requirements are met.
5. Receive money from the public and balance the amount taken against cash register records to ensure calculations are accurate.
6. Prepare and arrange private cremations.
7. Prepare boarding contracts to ensure a clear understanding of the requirements is gained.
8. Coordinate the process of re-uniting animals with their owners following the guidelines of the Society and the Companion Animals Act.
9. Maintain and process all records pertaining to animals on site.

10. Ensure all animals received by the Shelter are tagged or otherwise effectively identified.
11. Maintain liaison with other departments/agencies and ensure effective communication of relevant matters.
12. Operate the switchboard to provide relief in that position.
13. Undertake the range of duties of an animal attendant and ambulance driver as required, to ensure high standards of animal welfare are maintained.
14. Assist with the training of new staff
15. Coordinate inspections of premises to ensure effective communication between the Inspectorate and the potential owner.
16. Assist in the monitoring of stock levels (stationery, tags etc.) and advise supervisor of re-order requirements to ensure appropriate inventory levels are maintained.
17. Prepare reports and statistics as required by the Manager.

## **DELEGATIONS**

## **SELECTION CRITERIA**

### **ESSENTIAL**

#### **SKILLS**

- Highly developed communication and interpersonal skills combined with the ability to resolve conflicts.
- Demonstrated affinity with animals.
- Understanding of the Companion Animals Act. and POCTA
- Developed understanding of forms and procedures associated with the rehoming, reclaiming and surrender of animals.
- Developed understanding of the organisation and the role and functions of the RSPCA.

#### **QUALIFICATIONS**

- Successful completion of relevant customer service training courses.

#### **EXPERIENCE**

- Experience in a high volume and intense customer service environment.
- Experience in animal welfare.