



For all creatures great and small.

POSITION DESCRIPTION

POSITION TITLE: PUBLIC ASSISTANCE OFFICER

The Public Assistance Team (PAT) is responsible for two customer service areas at the Sydney (Yagoona) RSPCA Shelter – the Call Centre and the Front Counters.

The Call Centre staff take enquiries from the public. They also deal with emergencies and cruelty reports. The Front Counter staff deal with face-to-face enquiries from the public. They also manage the adoption and surrendering processes.

PRIMARY OBJECTIVES

Front counter

- Ensure a high level of customer service.
- Provide a range of services to shelter customers to ensure a high level of customer service is maintained and that issues are address and conflicts resolved.
- Receive and address a wide range of enquiries to ensure members of the public are appropriately advised of Society policies and practices.
- Keep other staff and areas of the shelter informed of relevant matters.
- Provide advice and guidance to the public on a wide range of animal welfare matters .
- Ensure that Occupational Health and Safety requirements are met.

Call Centre

- Answer wide range of telephone enquiries to ensure accurate information is provided and a high standard of customer service is maintained.
- Provide advice and guidance to the public on a wide range of animal welfare matters to ensure high level of customer service.
- Comply with all relevant occupational health and safety standards to ensure personal and team welfare at all times.

KEY ACCOUNTABILITIES

Front counter

- Provide 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.
- Answer 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.
- Resolve minor conflicts with members of the public to ensure effective customer service.
- Complete and explain forms and other paperwork associated with the rehoming, reclaiming and surrender of animals to ensure requirements are met.
- Receive money from the public and balance the amount taken against cash register records to ensure calculations are accurate.
- Prepare and arrange private cremations.
- Prepare boarding contracts to ensure a clear understanding of the requirements is gained.
- Coordinate process of re-uniting animals with their owners following the guidelines of the Society and the Companion Animals Act.
- Maintain and process all records pertaining to animals on site.
- Ensure all animals received by the Shelter are tagged or otherwise effectively identified.

Front counter (Cont)

- Maintain liaison with other departments/agencies and ensure effective communication of relevant matters.
- Operate the switchboard to provide relief in that position.
- Undertake the range of duties of an animal attendant, as required, to ensure high standards of animal welfare are maintained.
- Assist with the training of new staff.
- Coordinate premises inspections to ensure effective communication between the Inspectorate and the potential owner.
- Assist in the monitoring of stock levels (stationery, tags etc.) and advise supervisor of re-order requirements to ensure appropriate inventory levels are maintained.
- Answer a wide range of telephone enquiries to ensure accurate information is provided and a high standard of customer service is maintained.

Call Centre

- Operate the call centre to ensure calls are effectively transferred and that the Society is accessible to external callers.
- Provide advice and guidance to the public on the policies and positions of the Society and on a range of animal welfare matters to ensure an all encompassing information service is available to the community.
- Coordinate the activities of the ambulance drivers to ensure that clear communication of priorities is given.
- Maintain liaison with other departments and ensure effective communication of relevant matters.
- Undertake the customer service officer duties, as required, to ensure high standards of service are maintained.
- Assist with the training of new staff in the activities of the call centre and the range of enquiries addressed through the centre.
- Support advertising campaigns by receiving and making calls to ensure a positive image of the Society is given to potential patrons.
- Comply with all relevant occupational health and safety standards to ensure personal and team welfare at all times.

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 rehoming, reclaiming and animals surrender procedures.
- Developed understanding of the organisation and the role and functions of the RSPCA.



For all creatures great and small.

DELEGATIONS

- Provide advice to the public regarding the policies and procedures of the Society.
- Book ambulance attendance for collection of premise inspection.

QUALIFICATIONS

- Successful completion of relevant customer service training courses.

EXPERIENCE

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