

Position Title: Animal Care Assistant - Customer Service
Position Number: A012
Section: PAC
Award: Animal Care and Veterinary Services Award 2010
Award Level/Salary Range: Level 1

Approval

Signature of CEO: *Signed copy on file*

Approval Date: April 2017

Date of Effect: April 2017

POSITION OBJECTIVES

- To support RSPCA ACT customer service and veterinary teams.

DUTIES AND RESPONSIBILITIES

- First point of contact for telephone, email and face to face contact from external stakeholders, including maintaining appointment registers.
- Receiving all animals brought into the shelter and determining breed, age, sex and checking identification through collars, tags, tattoos and microchips as required. Recording all animals on the data base, including photographs of each animal.
- Processing adoptions, reclaims and veterinary discharges, including processing payments.
- Ensuring microchip forms are reconciled to database/statement and ensuring information is recorded on database.
- Check for existing client/patient records and maintain or create new client/patient records as necessary.
- Assisting in the Call Centre/Cat boarding facility as required.
- Deliver mail to administration building for posting.
- Point of sale duties including cash handling and end of day settlement and processing.
- Recognise and report emergency situations.
- Comply with clinic policy, work safety and legislative requirements.
- Ensuring that all areas of the Pet Adoption Centre (PAC) are clean and tidy at all times— including mopping and sweeping public areas twice a day.
- Maintain point of sale displays.
- Ensuring all reception paperwork is scanned and attached to files, photocopied and stockpiled and the desk is kept supplied with all necessary equipment and the work is maintained in a clean and tidy fashion. Filing associated paperwork.
- Maintaining supplies of stationery for reception office.
- Unpacking and pricing of all merchandise within reasonable time. Recording all information on MYOB database. Maintain MYOB database. Ensuring all merchandise is displayed in a clean and tidy manner and all excess stock is well organised allowing for ease of access and ordering. Performing stock-take of all merchandise throughout the year.
- Complete reconciliation at the end of each day.
- Assist with other activities of RSPCA ACT such as fundraising and public relations.
- Carry out other duties as assigned and directed by senior staff.

ORGANISATIONAL RELATIONSHIP

- The occupant of the position reports directly to N011 Customer Service Manager.

FINANCIAL DELEGATIONS AND AUTHORITIES

- Nil

QUALIFICATIONS & PERSONAL ATTRIBUTES

Qualifications & Experience

- At least one year's employment experience in a customer service oriented field.
- Ability to understand and follow policies and processes.
- Well established computer and office skills and experience in the use of the internet and email.
- Experience in point of sales systems and appointment scheduling applications (eg MYOB, Cornerstone, RX Works).
- Experience in handling and caring for animals.
- Sound understanding or ability to acquire understanding of and commitment to EEO and OHS principles and practices.

Personal Attributes

- High degree of motivation and demonstrated ability to work well as part of a team, but also to work independently, with minimum supervision when required.
- Good interpersonal skills, including the ability to interact with a diversity of individuals from both within and outside RSPCA ACT.
- Ability to establish and maintain confidentiality in dealing with issues of a sensitive nature.
- Organisational skills; ability to work under pressure, prioritise work and to meet set deadlines.
- Attention to detail and a high level of accuracy.
- Honest and reliable and willing to take direction.

CONDITIONS OF EMPLOYMENT

- Detailed conditions of employment are set out in the occupant's letter of engagement, the award and any other document referred to in relevant industrial relations laws.
- Approval for overtime must be given by N001 Chief Executive Officer or N002 Director of Support Services prior to being worked.

WORKING ENVIRONMENT AND RSPCA EXPECTATIONS

- There is a slight possibility of exposure to
 - infectious organisms
 - animal waste
 - allergens
 - chemical materials requiring OHS Material Safety Data Sheets
 - hostile persons
 - vicious animals
 - euthanasia.

- You need to be willing to work weekends and public holidays on occasion.
- You will be expected to maintain a neat and well groomed personal appearance.
- From time to time you may be required to attend staff training sessions and staff meetings.
- You must demonstrate a commitment to maintaining a safe and healthy site environment for staff, clients and visitors.
- You will be expected to implement and promote the policies and positions of RSPCA.
- You need to demonstrate cooperative work practices and make a contribution to a positive culture.
- You will need to be physically able to lift up to 20kgs.

SELECTION CRITERIA

1. Outline your previous employment experience, including previous work in a customer service oriented field.
2. Outline your retail experience including an example of how you have upsold products.
3. Provide examples of your experience in animal care and handling.
4. Provide details of any times when you have worked with a difficult customer, and how you dealt with the situation.
5. Please write a statement explaining why we should employ you. To assist in preparing your statement, some things we would like to know about you are: why you want to work for us, your teamwork and people skills, how you have shown initiative, and how you communicate effectively with others.

DOCUMENT CONTROL

Version Number: 2.0
Future Review Date: April 2018

History

Date	Title	Notes
27.02.14	Receptionist	New position
21.09.15	ACA - Customer Service PAC	Position updated to reflect duties of a role stationed in the Pet Adoption Centre.
04.04.17	ACA - Customer Service PAC	Selection Criteria updated.