

## POSITION DESCRIPTION



**POSITION TITLE:** Customer Service Representative

**LOCATION:** Mangere, Auckland

**REPORTS TO:** Customer Service Team Leader

**DIRECT REPORTS:** N/A

### PURPOSE:

Ensure that all visitor interactions at the SPCA Auckland Centre are positive and professional and encourages customers to engage with and support the organisation on an on-going basis.

Ensures that all animals under the care of the SPCA are treated and cared for to the required standards of practice.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Work co-operatively with team members to ensure an exceptionally high standard of customer service is provided to all visitors to the Centre.	<ul style="list-style-type: none"><li>• Works flexibly, professionally and seamlessly between hospital and front reception to ensure consistently high standards of service are provided to all customers (internal and external).</li><li>• Represents the SPCA in a positive manner by professional personal appearance &amp; manner.</li><li>• Greets all visitors positively and professionally, responding to their enquiries appropriately.</li><li>• Handles all customers queries discreetly, ensuring they are treated in a non-judgemental manner, with respect and empathy.</li><li>• Responds to telephone calls and emails promptly and courteously, providing the public with correct information.</li><li>• Responds to any complaints from members of the public in a professional manner, escalating when appropriate.</li><li>•</li></ul>
2. Actively participate as a member of the Customer Service team to ensure that all functions are completed professionally and consistent with SPCA policies, procedures and values.	<ul style="list-style-type: none"><li>• Assists customers with animal adoption or admission processes, adhering to SPCA policies and procedures at all times.</li><li>• Work with animal owners to educate them on the well-being and welfare of animals as appropriate.</li><li>• Staff at front of house reception will be primarily responsible for daily feeding, cleaning and monitoring in the Avian housing area each day</li><li>• Supports and adheres to the principles of animal welfare as stated by the society.</li></ul>

	<ul style="list-style-type: none"> <li>• Ensures the reception area and associated areas are kept clean, orderly and maintained at all times, and that retail displays are well stocked and organised</li> <li>• Manages all financial transactions and cash handling accurately and in-line with cash handling practices.</li> <li>• Ensures accurate completion of forms and data entry related to admission and adoption within required timeframes, and that all relevant animal information is recorded on the appropriate database (e.g. Shelter Buddy / Adopets).</li> <li>• Actively promotes donation and giving opportunities as appropriate; accept and acknowledge monetary and in-kind donations.</li> <li>• Communicates effectively with all SPCA staff and volunteers ensuring animal welfare standards are maintained at the SPCA Auckland Centre.</li> <li>• Completes all administrative and reporting requirements in an accurate and timely manner.</li> <li>• Supports other colleagues and teams with data entry or administrative support where necessary. Available to assist the foster team with phone calls or preparation of stock and supply packs for foster parents. Ensures all Foster people are given a warm welcome and assistance where required</li> <li>• Ensures the achievement of negotiated team and individual KPI's.</li> </ul> <p><b>Admissions/Incoming animals</b></p> <ul style="list-style-type: none"> <li>• Veterinarians are notified of animals that require urgent assessments or follow up appointments.</li> <li>• Ensures that Lost &amp; Found records are recorded and checked regularly for any matches and that all the required "found" animals are appropriately advertised.</li> <li>• Maintains a steady flow of work through to the hospital.</li> <li>• Ensures that animals are treated and cared for to the highest standards of care within the parameters of the role and under instruction</li> </ul> <p><b>Adoptions</b></p> <ul style="list-style-type: none"> <li>• Takes a significant lead in the adoption process and ensures the animal is well cared for through the process. Ensures every customer entering our reception areas receives a positive customer experience to promote the SPCA brand and see SPCA as place to come back to.</li> <li>• Identifies adopting families which are not suitable and takes appropriate action.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Provides follow-up adoption support as requested.</li> <li>• Prepares adoption packs.</li> <li>• Promotes and sells retail items available in the SPCA store.</li> <li>• Manage the flow of donated items from drop off through to the appropriate areas including items donated for transfer to the community Op Shops The Donation shed and front reception should be cleared regularly to maintain clean and tidy spaces</li> </ul>
3. Supports process improvement groups and projects across the organisation to improve organisational performance.	<ul style="list-style-type: none"> <li>• Actively participates in these groups and works collaboratively with all members of staff to achieve goals.</li> <li>• Carries out project work as requested.</li> </ul>
4. Actively contributes to Health & Safety	<ul style="list-style-type: none"> <li>• Ensures compliance with the <u>Health and Safety Act 2015</u> by: <ul style="list-style-type: none"> <li>▪ taking reasonable care of your own health and safety and ensure that you don't cause harm to others</li> <li>▪ complying with all health and safety instructions, policies or procedures, including but not limited to; <ul style="list-style-type: none"> <li>○ reporting incidents and unsafe practices as soon as they occur</li> <li>○ identifying risks, reporting them and taking appropriate action to mitigate them</li> <li>○ knowledge, and compliance of, emergency procedures</li> <li>○ completing mandatory training within the required timeframes</li> </ul> </li> </ul> </li> </ul>
5. Participates as a professional and constructive member of the Customer Service Team	<ul style="list-style-type: none"> <li>• Attends team meetings as required.</li> <li>• Contributes towards the achievement of strategic and operational goals of the SPCA</li> <li>• Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission.</li> </ul>
6. Volunteer Support	<ul style="list-style-type: none"> <li>• Ensures safety, support and wellbeing of volunteers working in your department including creating a positive volunteer experience and ensuring each volunteer is made to feel a valued member of the team.</li> <li>• Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner</li> <li>• Professional in all interactions with SPCA volunteers</li> </ul>
7. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> <li>• Provides relief and back up duties in any area as directed, to the required standards, as per procedures and policies</li> <li>• Provides support and assistance to SPCA events and campaigns as requested.</li> </ul>

	<ul style="list-style-type: none"> <li>Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position. Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition.</li> </ul>
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**INTERNAL FUNCTIONAL RELATIONSHIPS:**

- All SPCA staff and Management
- Volunteers and students

**EXTERNAL FUNCTIONAL RELATIONSHIPS:**

- Other Animal Welfare Agencies
- Members of the Public
- Suppliers and Contractors

**PERSON SPECIFICATION:**

***Qualifications and Experience***

- Previous customer service experience.
- Proven organisational and administrative experience.
- Animal handling experience and/or qualification preferred.
- No pending or current criminal convictions prior to, or during employment.
- Maintains a full, clean drivers licence.

***Skills and Knowledge***

- Proven customer service skills.
- Accurate and fast data entry skills.
- Excellent inter-personal skills - ability to build rapport with customers, staff and suppliers.
- Excellent written and oral communication skills.
- Sound computer skills including the use of databases, e-mail, internet and Microsoft Office applications.
- Demonstrated strengths in accuracy, precision and attention to detail.

***Personal Attributes***

- A positive, friendly and can-do attitude.
- A commitment to high quality work and professionalism.
- Highly organised with the ability to prioritise, multi task and meet expected deadlines.
- Ability to manage confidential information with responsibility and integrity.
- Ability to manage stress and handle emotional situations while retaining empathy.
- Able to work with interruptions and willingness to adapt to changing priorities of the job.
- Able to make sound, informed decisions based on animal welfare.

- A sound understanding and empathy with the goals and values of the SPCA.



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