



**ANIMAL WELFARE LEAGUE OF  
SOUTH AUSTRALIA INC**

# **JOB & PERSON SPECIFICATION**

## **Animal and Customer Care Attendant**

## JOB SPECIFICATION

**POSITION:** Animal and Customer Care Attendant

**REPORTS TO:** Animal Care Coordinator(s)

**CLASSIFICATION:** Level 1

## JOB PURPOSE

To provide high level care to all animals within Animal Welfare League of South Australia Inc.

## KEY RESPONSIBILITIES / ACCOUNTABILITIES

Effectively care for animals within the Animal Care Centre and Edinburgh North, Shelter by ensuring AWL's comprehensive animal care program is implemented with limited supervision.

- Ensure the effective provision of animal care through the delivery of safe animal handling skills.
- Perform animal care tasks such as cleaning enclosures, feeding, exercising and monitoring animals.
- Daily Animal Care data entry into ShelterBuddy.
- Monitor and report on animal health and welfare.
- Transfer of cats from traps.
- Report animals in need of urgent care and/or general veterinary treatment.
- Attending to AWL frontline customer service and telephone enquiries.
- Maintaining ShelterBuddy databases with a high level of attention to detail.
- Coordinating and processing ID trace, lost and found, animal adoptions, booking veterinary services appointments, cremations, surrenders and intake of animals.
- Animal Care Centre and Edinburgh North, Shelter cleanliness/hygiene duties.
- Assisting with handling of animals upon intake or adoption.
- Liaising with internal and external customers such as volunteers, contractors, Council Officers, vets, and other departments as required.
- Compliance with all infection control and sanitisation processes and procedures.
- Adhere to AWL's policies, procedures, SOP's and work instructions at all times.
- Ensure accurate documentation is completed for all animals in an efficient manner including entering data into ShelterBuddy, microchip company databases e.g. DACO or any other specified programs.
- Work collaboratively with all AWL staff and volunteers at all times.
- Deliver exceptional customer service ensuring customer loyalty through building rapport, identifying customer needs, overcoming concerns and seeking understanding and commitment.
- Support implementation of customer service initiatives.
- Ensure appointments are appropriately booked and managed successfully.

- Inform customers of necessary information prior to them arriving for a scheduled appointment.
- Ensure high level communication and customer service to all stakeholders, including members of the public.
- Promote AWL products and services to visitors.
- Efficiently answer and manage inbound telephone calls and emails in a timely manner, with minimal wait times.
- Distribution of inbound email enquiries.
- Processing of counter sales and donation receipts.
- Effectively manage and document customer complaints.
- Maintain visitors register and issue visitor badges.
- Ensure customer information is correct and up to date.
- Diligently complete all tasks within the required timeframes.
- Complete any extra tasks as directed by your manager.
- Maintain care and safety of any equipment in use.
- Maintain a clean and efficient work environment.
- Diligently complete all tasks within the required timeframes.
- Represent AWL in a professional and courteous manner.
- Complete other duties as required.

## REPORTING RELATIONSHIPS

Reports to the Animal Care Coordinator(s).

## WORK HEALTH AND SAFETY

All staff and volunteers have a legal obligation to take steps to protect themselves from risks to health and safety and to make sure they do not cause a risk to others through any action or omission.

In particular, the incumbent must:

- Comply with statutory and organisation requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public.
- Use equipment provided to protect health and safety.
- Follow reasonable instructions given on health and safety.
- Ensure they are not affected by alcohol or another drug so as to endanger themselves or others.
- Report accidents, injuries, property damage and health and safety incidents.
- Participate in activities associated with the management of workplace health and safety.

## PERSON SPECIFICATION

### Education, experience and skills

- Previous experience in an Animal Welfare facility or Boarding Centre or related field is preferred.
- Certificate II in Animal Studies qualification is desirable.
- Authorised microchip implanter or willingness to gain accreditation as requested by AWL.
- Strong customer focus – demonstrating understanding of customer expectations and needs.
- Excellent office/computer skills (Microsoft Office, Email, Internet, ability to quickly learn to use both Council and AWL databases).
- Effective time management skills.
- High level of professionalism.
- Ability to learn, organise and prioritise work.
- Strong attention to detail.
- High level of written and verbal communication skills.

### Special Requirements

- Willingness to work across all areas of the Animal Care Centre and Edinburgh North, Shelter as required.
- Ability to work across a 14-day roster (including weekends and public holidays).
- Applicants must be functionally assessed to ensure physical ability to complete the physical demands of the position.
- Additional hours may be required to meet business needs.
- Satisfactory National Police Clearance Certificate at commencement of employment and periodically at the request of AWL.

## PERFORMANCE STANDARDS

The performance of the incumbent will be measured by the extent to which the position responsibilities are achieved, specifically:

- Ability to set priorities, plan workload and meet deadlines.
- The degree of professionalism and flexibility displayed.
- Reliability, quality, efficiency and courteousness of services delivered.
- Effective teamwork and contribution to the achievement of team goals.

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I have read the requirements and responsibilities outlined in this position description and AWL's Code of Conduct and will adhere to these conditions.

I agree to have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

**Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_