



**ANIMAL WELFARE LEAGUE OF
SOUTH AUSTRALIA INC**

JOB & PERSON SPECIFICATION

Contact Centre Officer

JOB SPECIFICATION

POSITION: Contact Centre Officer

REPORTS TO: Contact Centre Coordinator

CLASSIFICATION: Level 2

JOB PURPOSE

Reporting to the Contact Centre Coordinator, this position is responsible for providing customer service to supporters of AWL by using agreed messages and answers to respond to inbound enquiries via multiple channels, and forwarding calls, emails and other messages to other AWL team members as required.

KEY RESPONSIBILITIES / ACCOUNTABILITIES

Be a first point of contact for AWL phone calls, inbound messages and emails by:

- Answering incoming calls and making outgoing calls to new and existing customers and staff.
- Providing verbal and written answers based on reprepared messaging to ensure consistency of responses by phone, email inboxes and other means such as enquiries from AWL's Website.
- Following procedures to redirect calls and emails to other AWL team members.
- Escalating complex queries and complaints to the Customer Contact Centre Coordinator, or other relevant managers.
- Using dedicated customer service software, phone systems and databases to correctly record interactions, assign follow up tasks to other team members, and update customer records as required.
- Recording donations and other payments in AWL's database.
- Using good communication and service skills, including the ability to interact with a diverse range of people, to ensure customers have a positive experience.
- Recording and passing on accurate information to others in a timely manner.
- Adhering to AWL's privacy policies when handling confidential information.
- Employing good time management and organisation to manage varied tasks.
- Maintaining knowledge of AWL's services, campaigns, policies, procedures and the library of pre-prepared answers.
- Other relevant customer contact duties as directed.

REPORTING RELATIONSHIPS

Reports to the Customer Contact Centre Coordinator.

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

- Extensive experience in a customer focused role.
- Demonstrated understanding of customer expectations and needs.
- Ability to manage a high volume of customer enquiries.
- Strong listening skills, and an engaging communication style and proven ability to determine customer needs.
- Ability to learn, organise and prioritise work.
- Intermediate computer literacy, including understanding and previous experience using telephone systems and databases.
- Ability to communicate with individuals at all levels of the organisation.
- Willingness to work with others to achieve shared objectives.

Special Requirements

- Some flexibility with working hours may be required to meet business needs including weekends.
- 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:

- Queries are answered in a timely fashion and are 'on message'.
- Interactions, payments and tasks are recorded accurately in customer service software.
- Customer details are updated accurately in AWL's database.
- Accurate information is passed on to others in a timely manner.
- Reliability, quality, efficiency and courteousness of services delivered.
- An equitable contribution is made to team tasks and goals.
- Positive customer feedback.

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: _____