

Position Description

Our Vision

A South Australia where every pet has a loving home.






About Us

Since our humble beginnings in 1964, Animal Welfare League has grown into one of South Australia’s leading animal welfare organisations. In our mission to connect pets, people and community, we find loving homes for vulnerable animals in need, reunite lost animals with their families and provide temporary shelter through our foster care program. We offer education and pet advice to the community to encourage responsible pet ownership and our social enterprises provide much-needed support to South Australians looking for pet boarding facilities and pet cremation and memorial services, as well as those on the lookout for a bargain at our Thrift Shops.

Our Mission

Connecting pets, people and community.

Our Beliefs and Behaviours

Create Opportunities 	Show Compassion 	Be Optimistic 	Share Knowledge 	Walk the Talk 
Finding solutions to challenges Being open minded to alternatives and new approaches Striving to do better	Listening, observing and offering support Being respectful Being empathetic by taking the time to understand others’ points of view	Maintaining a positive outlook Focusing on what’s possible and staying realistic Remaining calm and composed during challenging times	Communicating openly and constructively Using mistakes and feedback as an opportunity to learn Seeking opportunities to develop our abilities and knowledge	Being open, honest and professional Being accountable for outcomes and actions Recognising and celebrating achievements

Position Description

Position Title:	Animal and Customer Care Attendant	Tenure:	Ongoing – Full Time
Department:	Animal Operations	Classification:	Level 1 / Level 2
Reports to:	Animal Care Coordinator(s)	Direct Reports:	Nil

Position Overview

The Animal and Customer Care Attendant is responsible for providing high level care to animals across the Animal Welfare League of South Australia Inc. (AWL) including the Animal Care Centre and Edinburgh North, Shelter. The Animal and Customer Care Attendant will also be responsible for providing exemplary customer service to all internal and external stakeholders.

Key Results Area

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| <ul style="list-style-type: none"> • 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. • Undertake daily animal care data entry into organisational systems. • Monitor and report on animal health and welfare. • Ensure the safe transfer of cats from traps and around AWL premises. • Report animals in need of urgent care and/or general veterinary treatment. • Maintain databases with a high level of attention to detail and accuracy. • Coordinate and process ID trace, lost and found, animal adoptions, booking veterinary services appointments, cremations, surrenders and intake of animals. • Assist with handling of animals upon intake or adoption. • Liaise with internal and external customers such as volunteers, contractors, Council Officers, vets and other departments as required. • Ensure compliance with all infection control and sanitisation processes and procedures. • Adhere to AWL's policies, procedures, SOP's and work instructions at all times. • Maintain visitors register and issue visitor badges. • Ensure customer information is correct and up to date. • Maintain care and safety of any equipment in use. • Diligently complete all tasks within the required timeframes. | <ul style="list-style-type: none"> • Ensure accurate documentation is completed for all animals in an efficient manner including entering data into organisational systems, microchip company databases e.g. DACO or any other specified programs. • Work collaboratively with all AWL employees 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. • Inform customers of necessary information prior to them arriving for a scheduled appointment. • Ensure high level communication and customer service with 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. • Ensure accurate processing of counter sales and donation receipts. • Effectively manage and document customer complaints. • Maintain a clean and efficient work environment. • Represent AWL in a professional and courteous manner. • Undertake other position appropriate duties as assigned/directed. |
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Personal Abilities	WHS and Compliance
<p>Essential</p> <ul style="list-style-type: none"> • Demonstrable skills in customer-centric service provision including understanding of customer expectations and needs. • Ability to work collaboratively and cooperatively within and across teams to achieve individual and team KPIs. • Effective time management skills with the ability to learn, organise and prioritise workloads to meet deadlines. • Proven attributes including professionalism, reliable and trustworthy with a mature outlook. • Strong attention to detail with a high level of accuracy. • Ability to identify problems and assist in developing solutions, escalate if required. • Ability to work independently with minimum supervision. • Excellent office/computer skills (Microsoft Office, email, internet, ability to quickly learn to use both Council and AWL databases). • High level of written and verbal communication skills to interact with stakeholders at all levels. • Ability to learn, understand and interpret relevant policies, procedures and legislation. <p>Desirable</p> <ul style="list-style-type: none"> • Previous experience in an Animal Welfare facility, Boarding Centre or related field is preferred. • Certificate II in Animal Studies qualification is desirable. 	<p>All managers and employees of AWL are to:</p> <ul style="list-style-type: none"> • Comply with AWL’s organisational policies, procedures, guidelines and applicable legislative requirements including but not limited to Fair Work Act 2009 and Work Health and Safety Act 2012. • At all times act and comply with reporting obligations arising from legislation, professional conduct standards including the Code of Code for AWL and organisational policies, procedures and guidelines. • Take appropriate steps to protect themselves from risks to health and safety and to make sure they do not cause risk to others through any act or omission. In particular, the incumbent must: <ul style="list-style-type: none"> • Report accidents, injuries, property damage and health and safety incidents. • Use equipment provided to protect health and safety. • Follow reasonable instructions and directions given on health and safety. • Ensure they are not affected by alcohol or drugs so as to not endanger themselves or others. • Understand and follow the requirements of confidentiality and facilitate appropriate standards of confidentiality and information sharing practice. • Actively participate in AWL personal achievement and development processes. • Participate in training and development activities as specified by AWL including those associated with workplace health and safety.
<p>Special Requirements</p>	
<ul style="list-style-type: none"> • Some flexibility with working hours will be required. This includes working across a seven (7) day roster including public holidays and weekends. • Additional hours may be required to meet business needs. • Travel may be required across AWL sites and other locations. • A current driver’s licence is required. • Applicants must be functionally assessed to ensure physical ability to complete the physical demands of the position. • Satisfactory National Police Clearance Certificate / National Police Check (NPC) at commencement of employment and periodically at the request of AWL. 	

I have read the requirements and responsibilities outlined in this position description and will adhere to these conditions. I agree to have my performance monitored and evaluated as detailed throughout this document.

Name:		Signed:	
Date:			