

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

## Position Description

<b>Position Title:</b>	Service Quality Officer	<b>Tenure:</b>	Ongoing – Part Time
<b>Department:</b>	Cremations	<b>Classification:</b>	Level 2
<b>Reports to:</b>	Service Quality Supervisor	<b>Direct Reports:</b>	Nil

## Position Overview

The Service Quality Officer is responsible for the delivery of high quality administration support to all of Animal Welfare League of South Australia Inc. (AWL), Cremation's Department and assisting in the delivery of high quality products and services, the implementation and monitoring of Quality control systems, and the timely and effective liaison with vet partners.

## Key Results Area

<ul style="list-style-type: none"> <li>• Complete all tasks efficiently and with a high level of accuracy.</li> <li>• Assess stock requirements and process relevant purchase orders.</li> <li>• Ensure correct cash handling and receipting, banking, invoicing and posting are undertaken in accordance with the accounting system.</li> <li>• Assist with the update and maintenance of operational systems.</li> <li>• Ensure high-quality customer experience, respond to customer feedback, flag potential issues or trends, and follow up and satisfactorily resolve issues.</li> <li>• Escalate complex queries and complaints to the Service Quality Supervisor or other relevant cremation employees.</li> <li>• Conduct high quality face to face customer service including private viewings of deceased animals.</li> <li>• Efficiently answer and manage inbound and outbound telephone calls and emails in a timely and efficient manner, with minimal wait times.</li> <li>• Conduct the receipt of all deliveries of goods and deceased pets from owners and the pickup of pet ashes and memorial products.</li> <li>• Ensure service quality and operational compliance requirements are met and identify potential improvements.</li> <li>• Ensure all the relevant financial activities are timely and accurate.</li> <li>• Ensure required tasks are completed to an appropriate standard.</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct inventory stocktakes to ensure appropriate stock levels are maintained.</li> <li>• Achieve performance standards in line with KPI's and service level agreements.</li> <li>• Assist with grooming, collection of paw prints, taking of fur clippings, transfer of ashes into urns and preparation of memorial products.</li> <li>• Ensure all records are up to date and maintained.</li> <li>• Understand and comply with all operational systems and procedures.</li> <li>• Ensure all equipment is clean, maintained and used in an appropriate manner.</li> <li>• Maintain sound and up-to-date knowledge of AWL Cremation's products and services.</li> <li>• Work collaboratively and cooperatively with AWL employees.</li> <li>• Ensure and contribute to safe and effective operations.</li> <li>• Participate in professional, respectful and courteous interactions, both written and verbal, with all stakeholders including members of the public.</li> <li>• Ensuring a courteous and personable customer service experience and support implementation of customer service initiatives.</li> <li>• Adhere to AWL's privacy policies when handling confidential information.</li> <li>• Undertake other position appropriate duties as assigned/directed.</li> </ul>
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Personal Abilities	WHS and Compliance
<b>Essential</b> <ul style="list-style-type: none"> <li>• Experience in Production, Logistic and/or Customer Service industries.</li> <li>• Demonstrable skills in customer-centric service provision including understanding of customer expectations and needs.</li> <li>• Ability to work independently with minimum supervision.</li> <li>• Proven attributes including professionalism, reliable and trustworthy with a mature outlook.</li> <li>• Ability to work collaboratively and cooperatively within and across teams to achieve individual and team KPIs.</li> <li>• Effective time management skills with the ability to learn, organise and prioritise workloads to meet deadlines.</li> <li>• Strong attention to detail with a high level of accuracy.</li> <li>• Ability to identify problems and assist in developing solutions, escalate if required.</li> <li>• Intermediate computer literacy skills including use of Microsoft Office, email and internet.</li> <li>• High level of written and verbal communication skills to interact with stakeholders at all levels.</li> </ul>	<p>All managers and employees of AWL are to:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• At all times act and comply with reporting obligations arising from legislation, professional conduct standards including the Code of Conduct for AWL and organisational policies, procedures and guidelines.</li> <li>• 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"> <li>• Report accidents, injuries, property damage and health and safety incidents.</li> <li>• Use equipment provided to protect health and safety.</li> <li>• Follow reasonable instructions and directions given on health and safety.</li> <li>• Ensure they are not affected by alcohol or drugs so as to not endanger themselves or others.</li> </ul> </li> <li>• Understand and follow the requirements of confidentiality and facilitate appropriate standards of confidentiality and information sharing practice.</li> <li>• Actively participate in AWL personal achievement and development processes.</li> <li>• Participate in training and development activities as specified by AWL including those associated with workplace health and safety.</li> </ul>
<b>Special Requirements</b> <ul style="list-style-type: none"> <li>• Some flexibility with working hours will be required. This includes working across a fourteen (14) day roster including AM and PM shifts, public holidays and weekends.</li> <li>• Participation in an on-call roster may be required.</li> <li>• Additional hours may be required to meet business needs.</li> <li>• A current driver's licence is desirable.</li> <li>• A current forklift licence is required or willingness to obtain one upon commencement.</li> <li>• Satisfactory National Police Clearance Certificate / National Police Check (NPC) at commencement of employment and periodically at the request of AWL.</li> </ul>	

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:			