



**ANIMAL WELFARE LEAGUE OF
SOUTH AUSTRALIA INC**

JOB & PERSON SPECIFICATION

Customer Service Supervisor

JOB SPECIFICATION

POSITION: Customer Service Supervisor

REPORTS TO: Animal Operations Manager

CLASSIFICATION: Salary position

Job Purpose

The Customer Service Supervisor is responsible for the supervision and leadership of the customer service team who provide a superior level of customer service, engaging with AWL customers at many levels including adoptions, animal handovers and reclaims.

Key responsibilities / accountabilities

Customer Service Supervision

- Contribute to and provide guidance to the efficient and effective functioning of the customer service team in order to meet organisational objectives
- Supervise customer service operations
- Where required, seek referral from specialist staff to enable accurate information to be provided
- Participate, contribute and deliver training, coaching and performance review processes with customer service staff
- Interpret and communicate work procedures and AWL policies to customer service staff
- Demonstrate professional communication with all staff, volunteers and external customers
- Ensure all daily tasks are completed with a high level of accuracy and within the required timeframe
- Review and check the work of the customer service team such as reports, records and data entry for accuracy and content and correct errors where necessary
- Ensure open communication between all AWL departments and managers to resolve any issues that may arise
- Plan, prepare and devise work schedules according to workload demands and organisational need
- Supervise and maintain a clean and efficient work station and environment, ensuring customer facing areas are presentable and necessary paperwork is appropriately filed
- Plan, develop and maintain customer service procedures and protocols
- Evaluate effectiveness of customer service strategies and standards through customer satisfaction surveys

- Review and interpret customer satisfaction feedback and implement any necessary changes
- Prepare and submit reports and records as requested

Customer Service Delivery

- Deliver quality customer service and project a positive image of the AWL
- Represent AWL in a professional and courteous manner at all times
- Deliver exceptional customer service ensuring customer loyalty through building rapport, identifying customer needs, overcoming concerns and seeking understanding and commitment
- Ensure appointments are appropriately booked and managed successfully
- Ensure customers are informed of the necessary information prior to them arriving for a scheduled appointment
- Ensure all calls are handled in a timely manner, with minimal wait times
- Effectively manage customer complaints in a timely manner
- Ensure all customer follow ups are managed in a timely manner
- Ensure all customer information is correct and up to date
- Assist with day to day administrative functions as required
- Ensure all monies received for services rendered is receipted, documented and accounted for
- Ensure accurate and efficient record keeping and maintenance
- Gain and maintain knowledge of all AWL services, programs and policies and relevant legislation

Reporting Relationships

Reports to the Animal Operations Manager and works collaboratively with all departments.

Work Health and Safety

All staff 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

- Experience in a customer focused supervisor role
- Certificate 3 in Companion Animal Services qualification desirable
- Commitment to ensuring strong animal welfare and community focus
- Strong customer focus
- Strong interpersonal and leadership and supervisory skills
- Ability to manage customer enquiries and complaints
- Ability to work independently with minimum supervision
- Proven attributes including reliability and trustworthiness
- Ability to work co-operatively in a team
- Ability to supervise staff across multiple locations
- High standard of written and verbal communication skills
- Sound communication skills, both written and verbal
- Class “C” Drivers Licence (unrestricted)

Special Requirements

- Willingness to work at any AWL site or location
- Applicants must be functionally assessed to ensure physical ability to complete the physical demands of the position
- Satisfactory National Police Clearance Certificate at commencement of employment and periodically at the request of the AWL.
- Some out of hours work may be required.

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
- Increased customer satisfaction ratings
- Decrease in customer complaints related to customer service standards

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: _____