



**ANIMAL WELFARE LEAGUE OF
SOUTH AUSTRALIA INC**

JOB & PERSON SPECIFICATION

**Cremations Collection Services
Officer**

JOB SPECIFICATION

POSITION: Cremations Collection Services Officer

CLASSIFICATION: Level 2, Animal Welfare League Attendant

REPORTS TO: Operations Coordinator, Cremations

LOCATION: Edinburgh North

Job Purpose

As a member of the Cremations Department, the Cremations Collection Services Officer is responsible to the Operations Coordinator for the provision of a transport service for the Animal Welfare League of South Australia (AWL) in order to maintain and improve its role within the community.

Key responsibilities / accountabilities

Cremation Collection Services

Transport Services

- Provide a collection/delivery service of animals and goods in a timely and efficient manner
- Provide professional interaction with the general public and Veterinary staff at all times
- Perform day to day administrative functions as required
- Ensure all monies received for services rendered is receipted, documented and accounted for
- Ensure that contact with the public and customers is carried out in a respectful and courteous manner at all times
- Ensure transfer of animals and urns complies with best-practise methods at all times
- Ensure that the AWL's vehicles are maintained and used in an appropriate manner
- Build relationship with clients to maintain their account
- Identify opportunities to expand client base
- Display great communication and people skills
- Distribute information about AWL so our clients are well informed of all the work that we do

Support Services

- Be prepared to work in other Departments of the AWL as required
- Assist with maintenance and logistics roles as directed by the Operations Coordinator
- Work at all times in line with AWL's policy and procedure and as directed

Reporting Relationships

The Cremations Collection Services Officer is directly responsible to the Operations Coordinator and forms part of the Cremations Team. The Cremations Officer will work closely with the Operations Coordinator of the Cremations Department. The Cremations Officer is to work collaboratively within a team environment.

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

- Ability to work independently with minimum supervision
- Proven attributes including reliability and trustworthiness
- Ability to work co-operatively in a small team
- Proven skills in customer service
- Sound communication skills, both written and verbal
- Class “C” Drivers Licence (unrestricted)
- Forklift Licence

Special Requirements

- Satisfactory National Police Clearance Certificate at commencement of employment and periodically at the request of the AWL

Performance Standards

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

- 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
- Contribution to a positive culture of collaboration and support

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: _____