

POSITION DESCRIPTION



POSITION TITLE: Customer Service and Office Administrator

LOCATION: SPCA Rotorua

REPORTS TO: Centre Manager

PURPOSE:

To act as a key member of the SPCA Rotorua Centre, providing excellent customer service to customers of SPCA in person, over the phone and via email as well as providing office support and administration to the centre.

To support the centre manager as required by ensuring the efficient and effective operation of the centre by performing a variety of administrative duties to a high standard.

To provide a friendly, welcoming and efficient first point of contact by phone, email and in person for all potential animal adopters.

To ensure that all public interactions meet the expectation of good customer service.

To schedule meet and greets with adopters, and process all adoption applications and animal registrations.

To manage the social media page for the SPCA Lakes area, including composing, scheduling and publishing posts as required.

To maximise adoptions for as many animals as possible using all available avenues.

To assist other SPCA staff in matters of training and sharing of knowledge.

To act as back up and support for all other operational functions of the centre.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
<ul style="list-style-type: none">• Ensures the front reception and retail area is professionally operated.	<ul style="list-style-type: none">• Providing excellent customer service and ensuring this is a top priority.• Welcoming all visitors to SPCA; assisting them with advice, directions and other as required.• Ensures that all members of the public are treated in a non-judgemental manner, with respect and empathy.• Responding to calls, emails and messages in a timely manner with accurate and helpful information.• Processing animal adoptions including discussions with potential adopters to match the right animal with the right person.• Promotion and sale of retail items and merchandising.• Ensuring that the reception and associated areas are kept clean and tidy at all times.

	<ul style="list-style-type: none"> • Responsible for opening and closing tills, cash handling and reconciliations. Performance of stock inventory when required. • Ordering and receipt of centre materials and animal supplies where directed.
<ul style="list-style-type: none"> • Provides Administration support to the Centre. 	<ul style="list-style-type: none"> • Maintains the integrity of the databases. • Ensure all documents are scanned and entered correctly into the databases as required. • All necessary documentation is completed accurately and in a timely fashion. • Other administrative tasks as required by the Centre Manager. • Manages the SPCA Lakes facebook page, including creation and scheduling of posts, and responding to messages and comments as required.
<ul style="list-style-type: none"> • Education / Promotion of SPCA Brand 	<ul style="list-style-type: none"> • Educate and offer advice / literature to owners and carers of animals which seeks to improve or maintain welfare of animals and prevent and alleviate suffering. • Network with internal and external agencies to develop and maintain effective working relationships and promote SPCA. • Present and promote the work of the SPCA in all interactions with members of the public in order to improve the centre's profile and potential financial support. • Members of the public / animal owners and carers are consistently given good advice and appropriate information to improve or maintain welfare of animals. • Effective and functional working relationships are established and maintained. Positive feedback regarding SPCA is regularly received. • SPCA "Brand" is protected and promoted at all times. • All interactions with the public portray the best in customer service and result in them having a positive experience with the SPCA.
<ul style="list-style-type: none"> • Actively contributes to Health & Safety. 	<ul style="list-style-type: none"> • A safe and healthy working environment is maintained at all times. • Establish and comply with Health and Safety legislation and regulations. • Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace. • Contributes towards the development and implementation of policies and procedures that ensure compliance with the Health and Safety at Work Act (2015).

	<ul style="list-style-type: none"> • Is aware of and can identify hazards and risks to which the organisation may be exposed and takes appropriate action accordingly. • Has knowledge of and is able to apply emergency procedures.
<ul style="list-style-type: none"> • Supports process improvement groups and projects across the organisation to improve organisational performance. 	<ul style="list-style-type: none"> • Participates as a professional and constructive member of the SPCA Team • Attends team meetings as required. • Contributes towards the achievement of strategic and operational goals of the SPCA • Acts professionally and non-judgmentally. Embodies the SPCA values and strives to achieve the SPCA Mission. • Actively participates in these groups and works collaboratively with all members of staff to achieve goals. • Carries out project work as requested.
<ul style="list-style-type: none"> • Volunteer Support and Supervision. 	<ul style="list-style-type: none"> • Ensures safety, support and wellbeing of volunteers working at SPCA. • Ensures duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner. • Professional in all interactions with SPCA volunteers.
<ul style="list-style-type: none"> • Carries out other duties as required from time to time. 	<ul style="list-style-type: none"> • Provides support and assistance to SPCA events and campaigns as requested. • Provide assistance with the general upkeep of the centre and surrounding areas as required. • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position. Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition.

INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and Management
- Volunteers and students

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Other Animal Welfare Agencies
- Vet consultants
- Rotorua Lakes Animal Control Staff
- Members of the Public

PERSON SPECIFICATION:

Qualifications and Experience

- No pending or current criminal convictions prior to, or during employment.
- Experience or interest in animal care, handling and welfare.
- Experience in customer service and administration.
- Holder of current Auxiliary Officer License pursuant to Section 125(1) of the Animal Welfare Act 1999 or be willing and able to gain such an appointment.
- Maintains a full, clean drivers licence

Skills and Knowledge

- A sound understanding and empathy with the goals and values of the SPCA.
- Animal care and animal behaviour knowledge.
- Competent and proven ability to use computer based information and reporting systems with a sound background in the use of Microsoft Office Suite.
- Knowledge and experience in the use of social media.

Personal Attributes

- A commitment to high quality work and professionalism.
- Positivity and team focus.
- Highly organised with the ability to prioritise, multi task and meet expected deadlines.
- Ability to manage confidential information with responsibility and integrity.
- Commitment to ongoing professional development.
- Ability to manage stress and handle emotional situations while retaining empathy.
- Able to make sound, informed decisions based on animal welfare.
- Excellent written and oral communication skills.

