

Position Description

POSITION DETAILS	
Position Title	Customer Care Officer - Contact Centre
Position Classification	Level 1
Department & Business Unit	Operations, Rehoming & Pathways – Customer Care
Manager	Rehoming & Pathways Manager
Organisational Context	<p>RSPCA Victoria is a non-government, community-based, not-for-profit organisation whose vision is 'ending cruelty to all animals'. We are Victoria's best-known and most respected animal welfare organisation.</p> <p>Our organisation's purpose is, with the community, to achieve outstanding animal welfare through education, advocacy, and animal care and protection. RSPCA Victoria's values – clarity and accountability, respect and consideration, and expertise and collaboration – set clear expectations for all our staff and volunteers as they work together, and with the community.</p>
Position Purpose	<p>The Customer Care Officer - Contact Centre plays a crucial role in protecting animals across Victoria and is responsible for receiving and triaging all emergency and non-emergency calls, accurately recording and managing reports for the RSPCA Victoria Inspector team. The position requires the ability to communicate assertively and empathetically with callers with professionalism, compassion, and the capability to handle emotionally charged situations effectively and with resilience.</p>
POSITION RESPONSIBILITIES	
<ul style="list-style-type: none"> • Receive and lodge reports of animal cruelty and escalate urgent cases to the Inspectorate. This might include liaising with other relevant agencies such as local councils. • Provide a high level of service to customers, with care and without judgement, in the reporting of such incidents. • Provide education, support and guidance to members of the public to influence positive animal welfare outcomes and promote the diverse services of RSPCA Victoria • Triage calls using a structured script to assess the severity of incidents, ensuring prompt and appropriate responses. • Ensure all necessary administration relating to customer interactions and external parties are recorded accurately and in a timely manner, in accordance with RSPCA Victoria procedures. • Transfer calls to the appropriate RSPCA department or external agencies as needed. • Use software and equipment to quickly and accurately complete tasks under time pressure (often while multi-tasking). • Consistently achieving results through effective decision-making and persistence. • Communicate effectively and appropriately by listening, showing appropriate empathy and adapting to the situation. 	



- Perform administrative tasks as needed.
- Contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with team members and peers across all departments, and consistently role modelling the RSPCA Victoria values and associated policies.
- Takes reasonable care for the safety of oneself and that of their team, whilst contributing to safe work practices at RSPCA Victoria by knowing and ensuring adherence to all WH&S policies and procedures.

People Leadership	Active Contribution	Supports their team and actively contributes to the achievement of team goals.
Activity & Results Focus	Quality, Safety & Detail	Works in an organised and efficient way to achieve aims and provides feedback on safety and process improvements.
Knowledge & Communication	Listens & Shares	Communicates factual and relevant information at the right time and asks questions to gain clarity before acting.
Relationships	Respectful & Cooperative	Maintain respectful, cooperative relationships within teams and others in line with our values and team goals.
Personal Leadership	Resilience, Wellbeing & Growth	Consistently acts in accordance with RSPCA Victoria's values; Maintains personal wellbeing and resilience; self-aware, open to feedback, displays a willingness to grow and change.
Technical	Animal Handling and Behaviour	Effectively work with animals to provide quality care, enrichment, hygiene and husbandry to contribute to the best possible welfare outcomes for animals in our care.
	Shelter Operations	Understands and adheres to all relevant standard operating procedures to ensure work practices are consistent with the Code of Practice and other organisational and legislative requirements, including actively contributing to reducing length of stay for animals in our care.
	Animal Health and Rehabilitation	The ability to accurately observe, report and support animals to receive appropriate care and rehabilitation, including adhering to the required standard operating procedures to ensure infection and disease control.

POSITION REQUIREMENTS

Required	<ul style="list-style-type: none"> • High level of communication skills both written and verbal. • Good problem-solving ability • Time management skills • Ability to work under pressure, remaining calm and on task • Demonstrated experience working collaboratively in a team environment. • The ability to work rotating rosters including weekends and public holidays.
Recruitment Requirements	<ul style="list-style-type: none"> • National Police Check. • Current and valid tetanus vaccination.

