

Position Description

POSITION DETAILS	
Position Title	Customer Care Officer
Position Classification	Level 1
Department & Business Unit	Operations, Rehoming and Pathways – Customer Care
Manager	Customer Care Team Leader
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	The Customer Care Officer is responsible for providing a high level of service to internal and external customers, including assisting members of the public with general enquiries and purchases, and to assist with animal admissions, adoptions and local government obligations in a way that enhances the reputation of RSPCA Victoria within the community.

POSITION RESPONSIBILITIES
<ul style="list-style-type: none"> • Contribute to the daily management of animals entering and leaving shelters operated by RSPCA Victoria in a professional and caring manner; • Provide a high level of service to customers, with care and without judgement, in the admission, adoption and surrender of animals to enhance the reputation of RSPCA Victoria within the community, whilst also working with local governments to reunite animals with their rightful owner; • Provide education, support and guidance to members of the public to influence positive animal welfare outcomes and promote the diverse services of RSPCA Victoria; • Ensure all necessary administration relating to customer interactions and the management of animals are recorded accurately and in a timely manner, in accordance with RSPCA Victoria procedures; • Contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with peers across all departments, and consistently behaving in accordance with the RSPCA Victoria values and associated policies; • Takes reasonable care for the safety of oneself and others, whilst contributing to safe work practices at RSPCA Victoria by knowing and complying with all WH&S policies and procedures.



POSITION CAPABILITIES		
Capability	Level	Description
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"> • Previous experience in an animal care or customer service role is highly desirable, including basic knowledge of animal anatomy, behaviour, disease recognition and safe handling; • Ability to work in a fast paced and challenging work environment, whilst showing great care and compassion to the animals in our shelter and members of the public; • Demonstrated experience working collaboratively in a team environment; • The ability to work rotating rosters including weekends and public holidays.
Highly Regarded	<ul style="list-style-type: none"> • Holds or is willing to complete a Certificate II in Animal Studies or Customer Service (or equivalent) will be highly regarded. • Previous retail experience
Recruitment Requirements	<ul style="list-style-type: none"> • Position also requires a national police check and a current tetanus vaccination.

