

# Position Description



**DATE:**

**POSITION TITLE:** Senior Customer Service Coordinator

**TEAM:** Animal Services

**LOCATION:**

**REPORTS TO:**

**DIRECT REPORTS:** None

**PURPOSE:** The Senior Customer Service Coordinator acts as a key member of the SPCA Centre, providing excellent customer service to customers, volunteers and fosterers of SPCA in person, over the phone and digitally. They actively participate in the Customer Service Team by ensuring the efficient and effective operation of the customer service area by performing a variety of duties to a high standard.

The Customer Service Coordinator actively engages with the community by way of in-person customer service, foster and volunteer recruitment and coordination, and actively works towards recruitment and maintenance of the foster and volunteer network. They support the fosterers and volunteers by providing them with the tools and resources they need, and ensure the Centre is appropriately supported.

In addition, the Senior Customer Service Coordinator supports the Customer Service Lead and/or Centre Manager by coordinating daily activities, providing guidance and supervision to Customer Service Coordinator staff and volunteers, and provides additional centre support in the absence of the Animal Care Lead or Centre Manager as needed.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Customer Service	<ul style="list-style-type: none"><li>Provide exceptionally high standards of customer service to all customers, fosterers, volunteers, visitors and stakeholders. Customers and the public are treated with empathy and respect.</li><li>Ensure all areas relevant to customer service staff, volunteers and fosterers are kept to a high standard of tidiness.</li><li>Welcome all visitors to and assist them with advice, directions and other as required.</li><li>Ensure all members of the public are treated in a non-judgemental manner, with respect and empathy.</li><li>Answers calls, emails and messages in a timely manner with accurate and helpful information.</li><li>Retail responsibilities – upselling, stocktake, product replenishment.</li><li>Work flexibly, professionally, and collaboratively to ensure reception is operating in an effective and responsive manner.</li><li>Process animal adoptions including discussions with potential adopters to match the right animals with the right person.</li></ul>

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2. People Leadership	<ul style="list-style-type: none"> <li>Support the coordination of daily operations for Customer Service staff/fosters and volunteers, ensuring the physical, emotional, and behavioural needs of animals are consistently met.</li> <li>Assist the Customer Service Lead or Centre Manager in fostering a safe, accountable, and effective working environment by providing guidance and support to customer service/volunteers/fosters.</li> <li>Contribute to the recruitment, onboarding, training, mentoring, and retention of volunteers and fosterers, helping build a skilled and engaged support network.</li> <li>Collaborate with the Customer Service Lead or Centre Manager to nurture a cohesive and professional team culture, promoting strong working relationships across the Customer Service Coordinator team and wider SPCA staff.</li> <li>Provide leadership coverage in the absence of the Customer Service Coordinator Lead or Centre Manager, ensuring continuity of care and operational standards.</li> </ul>
3. Administration	<ul style="list-style-type: none"> <li>Complete all administrative and reporting requirements in an accurate and timely manner.</li> <li>Support management, colleagues and teams with data entry or information where necessary.</li> <li>Ensure all documents are scanned and loaded correctly into the databases as required.</li> <li>Monitor the advertisement of found stray animals in SPCA care ensuring that all legal requirements are met.</li> <li>Triage animal ambulance calls and processes these in accordance with the Centre's protocols.</li> </ul>
4. General Foster and Volunteer duties	<ul style="list-style-type: none"> <li>Is able to work flexibly between foster and volunteer coordination and customer service duties.</li> <li>Use effective recruitment strategies to maintain an appropriate number of active foster parents and to maintain the number volunteers required by the staff, programmes and departments managed by the SPCA.</li> <li>Review foster parent and volunteer performance and ensures every foster parent and volunteer's effort is recognised, valued and appreciated.</li> <li>Develop and implement tools and procedures for improved foster parent and volunteer management and retention.</li> <li>Act appropriately and in a timely manner to address performance issues relating to foster parents or volunteers.</li> <li>Investigate and analyse other volunteer and foster practices.</li> <li>Evaluate new opportunities for development, and plan and implement improvements where possible.</li> </ul>
5. Foster Coordination	<ul style="list-style-type: none"> <li>Assists in the development and retention of highly capable, co-operative, committed and enthusiastic foster parents and volunteers.</li> <li>Effectively induct foster parents into the programme ensuring both new and existing foster parents are trained and equipped to care for foster animals at their home.</li> <li>Monitor all foster animals to ensure they are well cared for and</li> </ul>

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	<p>that their transition from SPCA to foster care and back is as stress free as possible.</p> <ul style="list-style-type: none"> <li>• Schedule foster pick up and return appointments in support of the demands of the centre's animal flow.</li> <li>• Ensure appropriate levels of foster supplies are maintained and orders stock when required and ensures all foster families have the right resources to care for their animals.</li> <li>• Implement policies and procedures that ensure effective infection control practices.</li> </ul>
6. Volunteer Coordination	<ul style="list-style-type: none"> <li>• Ensure exceptionally high standards of customer service are provided to all SPCA volunteers.</li> <li>• Manage volunteer rosters ensuring they support the demands of the SPCA centre and organises cover where needed.</li> <li>• Work continuously to improve systems and processes to ensure high standards of service are delivered.</li> <li>• Ensure appropriate levels of volunteer supplies are maintained, orders stock when required.</li> <li>• Develop strong relationships with each internal department so that there is a clear understanding of the skillset of volunteers to be recruited and prepares volunteer position descriptions and performance review information which will be used by the departments.</li> <li>• Review recruitment and on-boarding strategies as required to ensure they are supportive, efficient and effective at attracting and retaining candidates of a high calibre.</li> <li>• Work closely with departments to ensure all volunteers are sufficiently inducted, trained and integrated into the team they work in.</li> <li>• Ensure volunteer performance meets expectations.</li> </ul>
7. Actively contributes to Health and Safety	<ul style="list-style-type: none"> <li>• Ensure compliance with the Health and Safety Act 2015 by taking reasonable care of your own health and safety and ensure that you don't cause harm to others.</li> <li>• Comply with all health and safety instructions, policies or procedures, including but not limited to: <ul style="list-style-type: none"> <li>○ reporting incidents and unsafe practices as soon as they occur</li> <li>○ identifying risks, reporting them and taking appropriate action to mitigate them</li> <li>○ knowledge, and compliance of, emergency procedures</li> <li>○ completing mandatory training within the required timeframes</li> </ul> </li> </ul>
8. Development	<ul style="list-style-type: none"> <li>• Actively identify learnings and self-development opportunities.</li> <li>• Ensure training is up to date and is aware of the AWOS Policies and Procedures.</li> <li>• Any gaps in knowledge to be made known to the Centre Manager to ensure these are addressed.</li> </ul>
9. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> <li>• Assist in all other areas of the Centre as required and as requested by the Centre Manager.</li> <li>• Carry out hands-on animal care duties as necessary across all species.</li> <li>• Supports SPCA events and campaigns as required.</li> </ul>

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	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition.</li> </ul>
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#### **INTERNAL FUNCTIONAL RELATIONSHIPS:**

- All SPCA staff and Management
- Fosterers and Volunteers
- Students

#### **EXTERNAL FUNCTIONAL RELATIONSHIPS:**

- Other Animal Welfare Agencies
- Veterinary Clinics
- New Zealand Police
- Animal Control
- Members of the public
- Suppliers and contractors

#### **PERSON SPECIFICATION:**

##### ***Qualifications and experience***

- Proven experience in a customer service focused role, preferably in an animal-related organisation
- Experience in managing volunteers, including recruitment and training
- Experience and evidence-based skills in animal care, behaviour and training
- Applicable qualification e.g. animal care, welfare, or behaviour would be preferable

##### ***Skills and personal attributes***

- Excellent work ethic and reliability
- Demonstrated strengths in accuracy, precision and attention to detail
- Good communication skills, both verbal and written
- Good inter-personal skills, ability to build rapport with staff, stakeholders and suppliers
- Sound computer skills including the use of e-mail, internet and Microsoft Office applications
- Excellent problem-solving skills
- A commitment to high quality work and professionalism
- Highly organised with the ability to prioritise, multitask and meet expected deadlines
- Ability to manage confidential information with responsibility and integrity
- Ability to manage stress and handle emotional situations while retaining empathy
- A sound understanding and empathy with the goals and values of the SPCA
- Ability to work cohesively and effectively with all SPCA staff

##### ***Competencies***

- Communication
- Customer focus
- Resilience
- Empathy
- Adaptability
- Decision-making

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- Problem solving
- Teamwork

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