



**ANIMAL WELFARE LEAGUE OF
SOUTH AUSTRALIA INC**

JOB & PERSON SPECIFICATION

Pet Care Animal Attendant

Job Specification

POSITION: Pet Care Animal Attendant

REPORTS TO: Pet Care Coordinator

STATUS: Level 1 / Level 2 (casual)

Job Purpose

To provide high level care to all animals within the Pet Boarding Centre of the AWL and deliver exceptional customer service while managing customer bookings and administration whilst ensuring a high level of professional support to all AWL staff and volunteers.

Key Responsibilities / Accountabilities

- Ensure the effective provision of animal care through the delivery of safe animal handling skills.
- Perform animal care tasks such as cleaning enclosures, feeding, exercising and monitoring animals.
- Adhere to AWL's policies, procedures, SOP's and work instructions at all times.
- Represent AWL in a professional and courteous manner.
- Monitor and report on animal health and welfare.
- Provide basic first aid to animals where required.
- Report animals in need of urgent care and/or general veterinary treatment.
- Compliance with all infection control and sanitisation processes and procedures.
- Maintain care and safety of any equipment in use.
- Deliver exceptional customer service ensuring customer loyalty through building rapport, identifying customer needs, overcoming concerns and seeking understanding and commitment.
- Support implementation of customer service initiatives.
- Ensure appointments are appropriately booked and managed successfully.
- Inform customers of necessary information prior to them arriving for a scheduled booking.
- Promote AWL products and services to visitors.
- Efficiently answer and manage inbound telephone calls and emails in a timely manner, with minimal wait times.
- Ensure accurate documentation is completed for all customers and animals in an efficient manner.
- Ensure customer information is correct and up to date.
- Maintain a clean and efficient workstation and environment.

- Diligently complete all tasks within the required timeframes.
- Gain and maintain knowledge of all AWL services, programs and policies and relevant legislation.
- Complete any extra tasks as directed.

Reporting Relationships

Reports to the Pet Care Coordinator.

Work Health and Safety

All staff and volunteers 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

- Strong customer focus – demonstrating understanding of customer expectations and needs.
- Certificate 2 in Companion Animal Services qualification is desirable.
- Previous experience in an Animal Welfare facility or Boarding Centre or related field is preferred.
- Ability to manage a high volume of customer enquiries and maintain a high level of professionalism at all times.
- Demonstrated interpersonal skills with the ability to work as an effective member of a team, including delivering own work requirements, supporting others, and contributing to team and broader organisation outcomes.
- Effective time management skills with the ability to organise and prioritise work.
- High level of written and verbal communication skills with strong attention to detail.
- Intermediate computer literacy skills.

Special Requirements

- Available to work over a seven-day period.
- Available throughout the year including peak holiday periods and have flexibility to cover shifts for leave absences, if required.
- Additional hours may be required to meet business needs.
- Appointment is subject to a functional assessment to ensure physical ability to complete the physical demands of the position.
- Appointment is subject to a satisfactory National Police Clearance in accordance with AWL Policy.

Performance Standards

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

- Ability to set priorities, plan workload and meet deadlines.
- 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.
- Positive customer feedback.

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: _____