POSITION DESCRIPTION

CITY OF BALLARAT

POSITION	POSITION NUMBER
Animal Shelter Receptionist	
CLASSIFICATION	**LOCATION Animal Shelter**
Band 3	**Animal Shelter**
DEPARTMENT	**DIVISION**
Regulatory Services	**Development and Growth**
Ballarat City Council Enterprise Agreement No. 8, 2019.	

Position Objectives

- To provide front line customer service for the Ballarat Animal Shelter
- The position provides administrative support to operational needs of the shelter and pound services
- Processing payments and other monitory transactions required in business processes for adoptions, reclaims and shire invoicing
- Assist in Animal Attendant duties when required

Key Responsibility Areas

- Responsible for all administrative duties associated with the front reception area;
  - Managing telephone enquiries
  - Manage foster/rescue network
  - Scheduling appointments
  - Exceptional Customer service
  - Accurate Cash handling and financial transactions
  - Pathway data entry and associated processes
  - ShelterBuddy software application and maintenance
  - Microchip database entry and maintenance of records
  - Following state legislated requirements relating to impounded animals
  - Process animal registrations
  - Perform administration processes to impound animal and release animals
  - Process adoptions, foster/rescue and other shelter demonstrative functions associated with animal ownership/rehoming
  - Create stakeholders' invoices for services provided
  - Run reports and front-line information requests from management
  - Assist Business Support Officer in daily management of front of house shelter operations
  - Assist BSO with coordination or work experience and volunteers
  - Assist daily vet list with other staff
  - Assist vet bookings with contracted veterinary clinic
  - Assist with veterinary administrative tasks when required

REPORTS TO:	DIRECT REPORTS:
Animal Shelter Business Support Officer	NA
ORGANISATIONAL RELATIONSHIPS	
Internal: Ballarat City Council staff Work experience/volunteers	**External:** Local veterinary Clinics Foster/Rescue Networks

LEADERSHIP | OUTCOMES | LOYALTY | EXCELLENCE

	General public

Accountability and Extent of Authority

- Perform broad administrative tasks incorporating council polices and internal procedures and agreed processes
- Ensure the effective communication is maintained to senior staff and the public.
- Ensuring business is conducted in accordance with the Domestic Animals Act, Local Laws and any other relevant legislation relating to animal ownership and identification
- Responsible for ensuring information is processed according to council's privacy policy and maintains discretion and confidentiality at all time when dealing with customer requests and reporting
- Cash handling and monetary transaction are in accordance with council's policies and procedures

Judgement and Decision Making

- Ability to work with customers with a positive and professional approach.
- Ability to follow guided instruction from the Business Support Officer
- Assist in the identification of matters potentially are threats or risks to council
- Support and promote the policies and positions of the Ballarat Council with other staff, volunteers and customers
- Exercise judgement in delivering information of a sensitive or technical nature
- Understand clearly the escalation process when dealing with difficult or complex matters

Commented [CB2]: who would be passing this technical information on?

Specialist Skills and Knowledge

- Customer service experience in a busy fast paced emotive environment essential to the role
- Administration skills and knowledge in a shelter/vet environment
- Ability to communicate with a range of diverse of people including stakeholders
- Knowledge and understanding legislation relevant to the role.

Commented [CB3]: how is this measured? What is the level of expectation required?

Management Skills

- Ability to set priorities and manage time to achieve business outcomes
- Ability to meet deadlines that are defined in procedures and or relevant legislation

Interpersonal Skills

- Excellent level of verbal and written communication skills.
- Ability to work in a fast-paced environment
- Ability to work as a team member including assisting other staff members.
- Ability to identify issues in a timely manner and communicate to supervisor.
- Ability to provide a high level of customer service.
- Demonstrated ability to display sensitivity especially when working in an emotive environment
- Ability to discuss and attempt to resolve problems internally and externally with stakeholders

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Qualifications and Experience

- Experience working in Animal shelter/veterinary clinic administration desirable
- Experience working in a fast paced, highly emotive environment
- Excellent interpersonal and communication skills.
- Able to demonstrate self-motivation and self-discipline in work undertaken to get the job done

SELECTION CRITERIA

- Demonstrated experience of working in a highly emotive and busy customer service driven environment.
- Demonstrated ability of both internal and external stakeholder networking skills
- Ability to work in line with Council's code of Conduct and values
- Knowledge and understanding of legislation associated with the administrative requirements, specifically within the animal industry
- Demonstrated experience with companion animals
- Demonstrated experience with Microsoft office and other software programs
- Driver's licence and ability for some out of hours work

Commented [CB4]: Ability to provide a high level of customer service on a range of communication platforms with internal and external stakeholders.

Commented [CB5]: Some animal welfare and/or knowledge of Domestic Animals Act and related regulation.