

Customer Service Officer - Beau's Pet Hotel

Position Level	Team Member	Department	Commercial Operations
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Team Leader, Customer Services Beau's Pet Hotel		

■ Position Level Descriptor

An individual at the Customer Service Officer Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

The role of Customer Service Officer at Beau's Pet Hotel is to provide an outstanding level of customer service to Beau's clients and internal and external stakeholders. The Customer Service Officer will work closely with other members of the Beau's Pet Hotel team to ensure communications and operations regarding client requirements and expectations are maintained for every animal in boarding, doggy daycare, training and grooming services.

■ Position Responsibilities

Key Responsibilities

- Be the 'face' of Beau's, ensuring to provide excellent, thorough, friendly and respectful customer service, communication and education on our business and services to all who visit the facility directly or indirectly
- Have a positive attitude in all situations, ensuring that each client's overall expectations are not only met, but exceeded
- Greet clients with a smile and positive energy
- Develop long lasting relationships with Beau's clients and stakeholders
- Complete and manage daily operations of all areas of client services including new client registrations, bookings (boarding, daycare & grooming), payments, customer service, process requests, retail management and other, including dog movement to doggy daycare
- Effectively and efficiently respond to incoming calls, messages, emails and any other points of contact at Beau's Pet Hotel
- Ensure client concerns and complaints are dealt with efficiently and politely and

immediately refer them onto the Team Leader if required

- Develop, maintain and update client and pet records in the kennel management system (KMS), adhering to Beau's strict Privacy Policy
- Ensure the facility entry and reception areas are impeccably presented, clean and sanitised at all times
- Process credit card, EFT and cash payments and update the KMS accordingly
- Cash control, internal and external sales and banking
- Book and complete tours of the facility
- Liaise with vet clinics regarding animal health and vaccination records
- Maintain retail inventory and stock control through monthly stocktakes, process orders, merchandising and pricing
- Upselling and selling add on sales with client bookings and enquiries
- Schedule and confirm meetings and key appointments, manage event bookings and seminars
- Management and stocking of information sheets and flyers
- End of day (EOD) settlement and banking procedures
- Ensure precision documentation and smooth handover information
- Monitor and report on stationery and other resource requirements
- Adhere to the Company Policy & Procedures and WH&S standards
- Work effectively and be an integral part of the operations team on cross-functional programs, projects, and activities
- Undertake opening or closing procedures
- Work closely with Team Leaders to ensure rapid response for pet drop offs and pick ups
- Help move dogs through to doggy daycare during peak periods and as required
- Schedule doggy daycare behaviour / temperament tests
- Regularly report to the Team Leader on the Customer Service department's performance
- Demonstrate a personal commitment to the continuous improvement of the facility and its staff
- Be open to undertaking appropriate education to develop key skills and knowledge, as and when required
- Proactively achieving any KPI's set by the General Manager
- Participate in performance reviews and development plans
- Other duties as required.

■ Position Selection Criteria

General Competencies

- Extensive experience in a customer facing role with a measurable and demonstrated track record
- Demonstrated account management and sales experience
- Competency in the Microsoft Office program suite with the ability to quickly learn new programs
- Ability to demonstrate flexibility in working arrangements and hours and be able to work weekend or holiday shifts
- Ability and initiative to work autonomously with minimal supervision and direction
- Ability to communicate skilfully and effectively with a culturally diverse client base, staff and volunteers in a professional, pleasant, respectful, courteous and tactful manner at all times
- Strong analytical and problem solving skills; focusing on finding solutions to problems and challenges with the ability to multi task and prioritise a diverse range of duties
- High standard of presentation and personal grooming
- Effective and demonstrated administration skills
- Excellent and professional verbal and listening and communication skills
- Self-motivated with excellent time and stress management skills
- Familiarity with dogs, dog breeds and dog behaviour (desirable)

Qualifications/Licences/Special Conditions

- Relevant qualifications, in Customer Service / Reception / Clerical related discipline (or currently completing) strongly preferred or equivalent experience.
- Human First Aid (desirable)
- Exposure to hair, dust, noises and odours and must be free from animal related allergies

WHS

As an employee of GDSA/NT, you shall take reasonable steps to:

- Ensure the health and safety of yourself and others at all times;
- Comply with all GDSA/NT policies, procedures and reasonable instructions as advised, and;
- Participate in, and contribute to, all health and safety:
 - training;
 - forums for consultation;
 - risk assessments;
 - inspections and/or audits;

■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Creating an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.