



OPERATIONS – REHOMING

Job Title:	Rehoming Advisor - Reception
Reporting to:	Assistant Manager (Administration)
Location:	Rehoming Centre - Dublin

Job Purpose

Rehoming Advisor - Reception are the main point of contact for a wide range of visitors to the Rehoming Centre. Advisors provide the best customer service with every interaction and consult regularly with colleagues across teams in the organisation. They also complete a variety of administration tasks to aid the efficient running of the Rehoming Centre.

Overview of the Department/Team

Dogs Trust is Ireland's largest dog welfare charity, and we believe all dogs deserve to live life to the full

To achieve our mission, we rescue, care for, and rehome stray, unwanted, and abandoned dogs from all over Ireland. The health and happiness of every dog is at the heart of Dogs Trust and all our work. We are here for all dogs and the people who love them, and we are solely reliant on the generosity of the public to fund our life-saving work.

The team is multi-channelled, dealing with a mixture of inbound, outbound and email traffic from people across Ireland.

The role will involve delivering exceptional customer service on every interaction primarily face to face.

Key areas of accountability

Act as an ambassador for the Dogs Trust brand, providing a warm and welcome greeting to all visitors to the centre, providing relevant assistance and information as necessary, ensuring they have a positive visitor experience and that where appropriate that Dogs Trust messages, activities and services are promoted at every opportunity.

Respond to Dogs Trust customers, supporters, adopters, and members of the public via multiple channels including, but not limited to outbound calls and multiple email channels.

Maintain an up-to-date knowledge of dogs available for rehoming in the centre.

Maintain accurate paper and electronic records, including admissions, adoptions, fosters, website dog profiles and financial information

Prepare rehoming paperwork and packs for dogs going home and processing adoption payments and donations on DTS.

Welcome donations into the rehoming centre, acknowledging receipt as appropriate and processing as per finance policy and Standard Operating Procedures.

Keep the reception area clean and presentable, ensuring that workstations and tables are clean and tidy throughout the day and that the area is well-stocked with literature, forms, and goods.
Maintain a good understanding of the organisations fundraising and campaigning objectives, providing support in the response handling of enquiries driven by each.
To be resilient, initiative-taking, and self-confident in all interactions.
Take on other reasonable duties that align with your skills, knowledge, and experience.
Any other duties as required.

Person Specification
<i>Essential skills, qualifications, experience, and attributes</i>
Resilient, initiative-taking, and self-confident with previous experience of working directly with members of the public
Excellent planning and organisational skills with a proven ability to carry out different tasks simultaneously and prioritise time and resources accordingly.
Experience in providing excellent frontline enquiry and/or customer services in a high demand customer service environment as part of a team
Experience working in a target driven environment
Experience in following guidelines and procedures and working to set standards without supervision
Experience in controlling conversations effectively and sensitively including handling distressed, or difficult customers face to face.
Good working knowledge of Microsoft Office (Inc. Word, Excel, Outlook, SharePoint), with the ability to use web-based resources and electronic systems.
Experience in managing sensitive situations appropriately
Strong empathy skills to 'read' a situation and respond appropriately
Flexible and adaptable, open to change and new ways of working
<i>Desirable skills, qualifications, experience, and attributes</i>
A full clean Driving License is desirable due to the location of the Rehoming Centre.

Additional information
Normal hours in this role cover 8am-5pm, Monday to Sunday. The rota may also require working on a Bank Holiday.
Working pattern to be agreed with the line manager.
The role is based in the Rehoming Centre although remote working maybe required in certain circumstances.

