



OPERATIONS - REHOMING

Job Title:	Customer Services Advisor
Reporting to:	Regional Rehoming Manager
Location:	Rehoming Centre Office – Dublin/Hybrid

Job Purpose

Customer Services Advisors are the main point of contact for a wide range of queries from our supporters, adopters, customers, and members of the public via telephone and online channels. Advisors provide the best customer service with every interaction and consult regularly with colleagues across teams in the organisation. They also work with potential adopters, explaining the adoption process, assessing their requirements for rehoming, and matching them to dogs appropriate to their circumstances.

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 customer services team is the first point of contact for the majority of our potential adopters and is responsible for helping as many dogs as possible find their forever homes, whether they are cared for in our Rehoming Centre, in a foster home or by their current owner using the Home Adoption scheme.

General enquiries are also responded to, and the team is multi-channelled, dealing with a mixture of inbound/outbound calls and email traffic from people across Ireland.

We are a collaborative, ambitious, and forward-thinking team, always exploring innovative ideas and approaches to elevate our customer service offering. We value empathy, initiative, and creativity in everything we do, from matching adopters to dogs, to help supporting dog owners through all parts of the ownership journey.

Key areas of accountability

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

Respond sensitively and efficiently to all calls, following our set policies, procedures, and

Guidelines.
Manage each interaction individually, reacting appropriately and empathising when needed.
Identify the circumstances, needs, and aims of the customer using appropriate questioning techniques and respond appropriately, aiming to resolve the customer's query at the first point of contact, giving the best advice possible.
Achieve and maintain key performance indicators; including but not limited to average talk time, call/email quality and after call work.
Record all customer interaction accurately on relevant in-house systems as appropriate, in line with agreed standards and procedures
Maintain an up-to-date knowledge of dogs available for rehoming both in the rehoming centre and regionally.
Process rehoming applications, answering queries, and matching and rehoming dogs effectively including translating dog's character assessments to customers.
With guidance from management, behaviour and veterinary teams, act as a rehoming champion for long-term dogs in our care and those that are on behaviour modification programmes, whose rehoming prospects may be limited
Act as an advocate for the Dogs Trust brand and, as the voice of Dogs Trust, always uphold the organisation's reputation.
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>
Experience in providing excellent frontline enquiry and/or customer services in a high demand customer service environment as part of a team
Exceptional active listening skills
Experience working in a target driven environment, ideally within a similar contact centre role
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 over the telephone and by email.
Good working knowledge of Microsoft Office (Inc. Word, Excel, Outlook, SharePoint), with the ability to use web-based resources and electronic systems.
Resilient, initiative-taking, and self-confident
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
Excellent planning and organisational skills with a proven ability to carry out different tasks simultaneously and prioritise time and resources accordingly.
<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 are 35 per week, Monday to Friday.
The role may also require working on a Bank Holiday.
The role is based in the Rehoming Centre office although remote working maybe required in certain circumstances.