

POSITION DESCRIPTION

Position Title	Supervisor-Full Time
Fraction	1.0 FTE = 38 hours per week
Salary	\$75,000 + Super + Salary sacrificing
Days, hours	Monday to Sunday, hours between 6.35am and 9pm, with flexibility in hours according to rostered arrangements. Some shifts may occur on Public Holidays.
Location	Abbotsford Convent, 1 St Heliers St, Abbotsford VIC 3067. Shifts are required to be performed from the Convent and opportunities for flexible working are extremely limited given the emergency services and leadership nature of the role.
Reporting to	Head of Emergency Response Service

The Wildlife Victoria Emergency Response Service (ERS) and team of Emergency Response Operators (EROs), operates 7 days a week, 365 days a year. The ERS take calls from the general public, volunteers and other agencies reporting sick, injured and orphaned wildlife and then manages each case in response.

The Supervisor has immediate responsibility for the management of the ERS.

Role and Responsibilities

- Manage the ERS team in real time on cases requiring collaboration, including difficult calls, species identification, and significant or major incidents.
- Monitor all technology infrastructure (computers, monitors, headsets, etc) for proper function and taking appropriate action to remediate failures and faults
- Motivates and supports the team through feedback and communication.
- Measures KPIs such as inbound calls, call waiting and call abandonment.
- Assists with taking members of public calls if team can't handle the workload /when required during peak periods.
- Improves quality of results by recommending changes eg: to processes or protocols.

- Oversee employee attendance, performance, and adherence to break schedules. Facilitate a comprehensive review of employees' note-taking and maintain high standards in answering calls.
- Assist in hiring and onboarding new employees.
- Creates targets and goals for improvement.
- Escalate as appropriate and as directed on any matters in the operation of the ERS, including technology issues, human resources issues, including wellbeing or fatigue of staff members, animal cruelty reports, and other matters as directed from time to time.
- Develop and implement process improvements to increase efficiency and effectiveness.
- Prepare reports for senior management on department performance.
- Perform other duties as assigned and collaborate with the Head of Emergency Response Service & Operations Manager.

The Supervisor will have additional responsibilities outside of direct shift supervision to support the ongoing improvement, management, rostering, development, training, recruitment, troubleshooting and general administration of the ERS.

In addition, the Supervisors will at times engage more broadly with the Wildlife Victoria organisation to support other activities as and when required. Other duties may be required as directed by the Head of Emergency Response Service & Operations Manager.

About you:

- Calm, ability to work under pressure and prioritise work
- Clear communication skills and an approachable demeanour; capable of managing and coaching staff, role modelling the WV values and supporting the broader objectives of Wildlife Victoria
- Demonstrated evidence of showing initiative and collaboration as part of a broader organisational team
- Displaying and role-modelling optimal leadership standards and behaviours, including managing and coaching teams and individuals to high performance and positively contributing to a values-led and engaging workplace culture
- Excellent communication skills, with the ability to effectively communicate with all types of stakeholders

Key Selection Criteria Essential:

- A minimum of 2+ years of leadership experience in the role of a manager or supervisor responsible for overseeing a workforce.
- Prior experience in a call centre environment or similar working environment where office attendance is required by the role and flexible working would ordinarily not be available
- Flexible schedule, including availability to work Saturdays, Sundays & Public holidays.

Desirable:

- Experience as a wildlife rescuer or carer, particularly across multiple species
- A tertiary degree or certification in wildlife, animal behaviour, environmental biology, ecology or zoology etc...

Days & Commitment:

- On average 3 supervisor shifts per week (Monday – Sunday) between the hours of 6.35am - 9.00pm.
- On average 2 days of administration work per week.

Location

- Supervisor shifts are performed in the Wildlife Victoria office location: Abbotsford Convent, 1 St Heliers Street, Abbotsford, VIC.

Culture & Benefits

- Reputable not-for-profit organisation offering competitive remuneration and benefits including salary packaging.
- Friendly, supportive, and collaborative culture including social events and team building.
- Ongoing opportunities to learn about wildlife, become a volunteer and develop your career.
- Ability to make a real contribution to the plight of native wildlife every day.
- Access to a range of mental health and wellbeing supportive initiatives, including comprehensive EAP for staff and partners.
- Abbotsford Convent worksite with complementary amenities, including tea and coffee.

Training & Orientation

- Paid organisational induction.
- Specific and ongoing training sessions relevant to the role.