

POSITION DESCRIPTION

Position Title	Supervisor-Full Time
Fraction	1.0 FTE = 38 hours per week
Days, hours	Monday to Sunday, hours between 6.30am 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
Reporting to	Head of Operations

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 will manage 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
- Manages and oversees a team of call center employees.
- Motivates and supports team through feedback and communication.
- Measures KPI’s such as inbound calls, call waiting, and call abandonment.
- Assists with taking members of public calls if team can’t handle the workload.
- Improves quality of results by recommending changes.
- Keep track of employee attendance, and make sure work procedures are complied with.
- Assist in hiring and onboarding new employees.
- Prepares monthly and annual performance reports.
- Creates targets and goals for improvement.

- Escalate as appropriate and as directed on any and all 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 Operations to oversee the execution of emergency deployment measures

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 Operations

About you:

- Calm, ability to work under pressure and prioritise work
- Clear communication skills and an approachable demeanour; capable in managing others, coaching staff 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

Selection Criteria Essential:

- Prior experience in a call centre environment
- A minimum of one year of leadership experience in the role of a manager or supervisor responsible for overseeing a workforce.
- Flexible schedule, including availability to work Saturdays & Sundays

Desirable:

- Experience as a wildlife rescuer and carer, particularly across multiple species
- Tertiary degree or certification in wildlife, animal behaviour, environmental biology, ecology, zoology etc. is highly regarded but not essential.

Days & Commitment

- Monday – Sunday between the hours of 6.35am - 9.00pm
- The service is 24/7 and options to move into overnight roles may become available.

Location

- Day shifts are performed in the Wildlife Victoria office location: Abbotsford Convent, 1 St Heliers Street, Abbotsford, VIC
- Overnight shifts are performed from home (not part of this role but opportunities may arise).

Benefits

- Friendly, supportive and reputable not for profit organisation
- Ongoing opportunities to learn about rescue and rehabilitation of wildlife and future opportunity to take part in wildlife rescue and transport volunteer training
- Ability to make a real contribution to the plight of native wildlife on a daily basis.
- Salary packaging
- Complimentary amenities, including tea and coffee

Training & Orientation

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

About Wildlife Victoria

Wildlife Victoria is a Charity that has provided the Victorian community with a Wildlife Emergency Response service for over 30 years. The organisation has a small number of paid staff and a large number of volunteers.

Every year thousands of native animals in Victoria become sick, injured, or orphaned, often as a direct result of human activity. If left unassisted, these animals may suffer and die in pain or of starvation. Our Wildlife Emergency Response Service receives notifications from members of the public via our emergency phone and online reporting system. We receive more than 80,000 requests for help a year and help over 50,000 animals. When a member of the public contacts us about a sick, injured, or orphaned animal, our Emergency Response Operators provide advice to help the caller manage the situation appropriately, and when necessary, arrange for a trained volunteer to attend. They also liaise with other organisations to ensure the best possible outcome for the animal.

The rescue service relies on an extensive state-wide network of rescue and transport volunteers, veterinarians who provide pro-bono services for wildlife, and the licenced carers and shelters who accept animals into their care for rehabilitation and release.

We advocate for wildlife whenever their welfare is under threat or compromised. We support efforts by government, community groups and individuals to ameliorate threats to wildlife, particularly those that are caused by humans.

In addition to the rescue service, through our education programs and activities we help wildlife by providing people with the knowledge and skills they need for peaceful and positive co-existence with wildlife, and by facilitating positive community attitudes toward wildlife.