



## POSITION DESCRIPTION

Position Title:	Transport Assistant
Location:	Altona North
Reporting to:	Transport Manager
Direct Reports:	Nil

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.



The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

**PURPOSE OF ROLE**

The Transport Assistant is responsible for assisting the transport team with the day-to-day operations including assisting the call centre with booking of material donations with a focus on inward / outward corporate customers.

This role will also be a support for covering “Vinnies Transport” which is the main inward / outward communication pathway for all Transport needs and will have a key responsibility in developing of reporting to assist in the strategic planning of the Division.

The role acts as a principal point of contact for those persons who wish to enquire about donating goods including corporate customers, as well as handling calls from internal clients such as Drivers/Jockeys and Shop Managers. The position encompasses both inbound and outbound traffic.

The incumbent will contribute to the overall Transport vision, mission and guidelines of St. Vincent de Paul Society Victoria Inc.

**KEY ACCOUNTABILITIES**

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society</li> <li>• Respect the Catholic values inherent within the mission of this organisation</li> <li>• Ensure the Society’s values are incorporated into all aspects of the role</li> <li>• Respect the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture.</li> <li>• Actively participate in activities that develop personal and professional skills, knowledge and experience.</li> <li>• Advance organisational objectives and champions important issues with key stakeholders</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings.</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change.</li> <li>• Maintain high level awareness of client/member issues as impacted by political, economic, social and technological change</li> </ul>
<b>Safety - Staff</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own safety and that of others</li> <li>• Identify and resolve hazards</li> <li>• Manage hazards &amp; risks that you cannot resolve by using the Issue Resolution flowchart</li> <li>• Report incidents within 24 hours of them occurring on the incident reporting system</li> <li>• Manage day to day risks through co-operation with the decisions and actions taken by SVDP to provide a safe workplace</li> </ul>



<p><b>Technical / Professional</b></p>	<ul style="list-style-type: none"> <li>• Support Vinnies Transport communications during leave periods for the Call Centre Team Leader</li> <li>• Understanding of and comply with Call Centre and Transport procedures and processes</li> <li>• To be the lead contact for all corporate donors wishing to donate material donations by;</li> <li>• Receiving inward enquires and logging donor's details ensuing full communications for our customers (Donors, Corporate Donors, Shop Managers)</li> <li>• Liaising with call centre team leader / transport regarding the timely collection of the items as well as advising the warehouse / DC team of inward donations</li> <li>• Maintain records of the inward donations for use in reporting</li> <li>• Assist donors and customers with electronic and telephone enquiries ensuring exceptional customer service</li> <li>• Conduct Call Centre operations with a focus on achieving exceptional customer service</li> <li>• Display high service standards whilst performing key performance indicators (KPI's) set by the Transport Manager in conjunction with SVDP performance reviews.</li> <li>• Resolve routine Donor and Customer issues escalating any issues to the appropriate team leader.</li> <li>• Ensure effective use and understanding of technologies/systems within the Transport Call Centre.</li> <li>• Assist the transport team with tasks relating to scheduling, Exporting.</li> <li>• Undertake other reasonable duties as directed by the Transport Manager or the Transport Call Centre Team Leader.</li> </ul>
<p><b>Relationship – Internal &amp; External)</b></p>	<ul style="list-style-type: none"> <li>• Liaise with donors and customers to facilitate the resolution of routine issues relating to Vinnies Transport.</li> <li>• Liaise and develop relationships with our corporate donors with a focus on being the main contact within the Call Centre.</li> <li>• Escalate unresolved issues to the Transport Call Centre Team Leader or Transport Manager</li> <li>• Establish and maintain positive communication within the Core Group consisting of Call Centre Team, Transit Centres, and Transport Leadership Group and SVDP donors</li> <li>• Support customers and a diverse range of needs, in a professional, timely and accurate manner.</li> <li>• Foster and maintain a customer service culture within the organisation.</li> </ul>
<p><b>Continuous Improvement / Quality &amp; Performance Measurement</b></p>	<ul style="list-style-type: none"> <li>• Assist the Transport / Call Centre Team Leaders with continuous development and improvement of procedures and processes to enhance the quality of service within Transport team.</li> <li>• Identify trends and methods for improved service delivery to Vinnies on an ongoing basis.</li> <li>• Commit to ensuring you are developing your skills and knowledge in the role.</li> </ul>
<p><b>Team work</b></p>	<ul style="list-style-type: none"> <li>• Encourage a harmonious and professional Team Environment</li> <li>• Participate in and contribute to regular Transport / Call Centre Team meetings.</li> <li>• Assist with building a one team approach</li> </ul>



	<ul style="list-style-type: none"><li>• Foster and maintain a positive culture within your work group/s and the organisation</li></ul>



**POSITION CONTACTS**

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Transport Manager	Internal	<ul style="list-style-type: none"> <li>Guidance, support and leadership</li> </ul>
Transport Call Centre Team Leader	Internal	<ul style="list-style-type: none"> <li>Guidance and support</li> </ul>
Transit Centre Manager	Internal	<ul style="list-style-type: none"> <li>Transit related guidance and support</li> </ul>
Transit Centre Team Leader	Internal	<ul style="list-style-type: none"> <li>Transit related guidance</li> </ul>
Transport Drivers / Jockeys	Internal	<ul style="list-style-type: none"> <li>Donor based communication</li> </ul>
Stakeholders	Internal/External	<ul style="list-style-type: none"> <li>Support</li> </ul>

**DELEGATIONS OF AUTHORITY**

You will be required to work within the delegations of authority policy.

**DRUG & ALCOHOL RESTRICTIONS**

- Must not drive under the influence of drugs, including prescribed drugs which may affect their driving
- Must be compliant with a zero alcohol limit where appropriate

**KEY REQUIREMENTS**

**Skills**

- Excellent written and verbal communication skills
- High focus on Time Management Skills
- Be Innovative and practical in problem solving
- Ability to work independently as directed by the Transport Call Centre Team Leader
- Ability to work within and meet timeframes
- Be Honest, reliable and punctual
- Display willingness to participate in ongoing education
- Strong attention to detail
- Effective judgement and decision making
- Ability to work well under pressure
- Demonstrate a positive and 'can do' attitude in all tasks



### **Knowledge / Experience / Qualifications**

- Demonstrated previous experience in a Transport & Logistics Environment preferred but not essential
- Intermediate level of computer and technical knowledge
- Knowledge and understanding of geographical areas
- Knowledge of Occupational Health & Safety matters relating to workplace environments
- Demonstrated previous experience within a Call Centre Environment
- 

### **Attributes**

- To have an empathy with and understanding of the St Vincent de Paul Society.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.