

Emergency Call Attendant

About the organisation and department

The mission of Animal Aid Unlimited is to rescue and treat the un-owned street animals of India who have become ill or injured, and through their rescue inspire a community to protect and defend the lives of all animals.

We operate one of India's most active rescue services, responding to more than 70 calls on our helpline every day and involving thousands of Udaipur residents in the process of rescuing street animals every year. Our hospital and sanctuary (located in Badi, 10km from Udaipur) house a total of more than 600 animals (dogs, cows, donkeys, cats and other animals).

The Emergency Desk department has a very crucial role in the organization. They directly represent us and are the first point of contact for the public in providing lifesaving advice and assistance. They are responsible for prioritising calls and giving first aid medical advice over the telephone.

Designation – Emergency Call Attendant

Reports to – Emergency Coordinator

Number of positions - 5

General purpose of the role

The Call Attendant is the first point of contact for the community calling to report injured and ill animals. The calls range from minor injuries to life-threatening accidents to cruelty cases. The Call attender must remain calm, patient and thorough in assessing the situation and provide adequate support. This is a public relations position that requires great people skills as they will need to de-escalate upset callers while remaining polite and respectful.

This is an entry-level position. The Call Attendant can grow into different positions within the organizations.

Key area of responsibility

1. Attend calls politely, following the multi-layered script that can change and be adapted frequently
2. Record emergency details in Excel/software/book
3. Immediately forward critical emergencies to the designed officer
4. Update callers on status of their emergency cases
5. Record and transfer all non-emergency to the relevant department

Experience, education and skills

1. At least have a graduation degree in any field.
2. Previous experience in call center is a big plus
3. Previous experience in front-end hospitality is a plus
4. Previous experience with animals is a plus
5. Fluent in Hindi and English (fluency in Mewari is a plus).

Personal attributes

1. Should be able to work on MS Office
2. Problem solving and decision making skills
3. Excellent communication skills, conflict-resolution and patient
4. Attention to detail, critical thinker, highly reliable
5. Compassionate and comfortable with animals

Animal Aid
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