

## JOB DESCRIPTION ISPCA Office Administrator Equine Rescue Centre, Mallow

**Job Title:** ISPCA Office Administrator  
**Department:** ISPCA Equine Rescue Centre  
**Location:** Dromsligo, Mallow, Co. Cork  
**Accountable to:** ISPCA Equine Centre Manager

### Overall Purpose:

The overall purpose of this role is to provide excellent customer relations with strong organisational skills and a can-do attitude. You will be based in the office which will be the first point of contact both on the telephone and face to face to meet and greet visitors to the ISPCA Equine Rescue Centre.

### Principal Responsibilities:

- Responsible for day to day running of the office ensuring area is kept neat and tidy at all times.
- Meeting and greeting members of the public and answering all incoming calls in a helpful, professional and efficient manner disseminating information to all relevant areas.
- Administration of veterinary records and statistics in conjunction with Veterinary Practitioners and Equine Centre Manager.
- Coordinate animal adoption paperwork and home visits in conjunction with the Equine Centre Manager
- Record keeping using content management systems (Shelter Manager, ThankQ etc)
- Updating and maintaining animal re-homing sections on ISPCA website, forwarding content for social media if required and updating internal databases.
- Assisting with ordering of stationery, supplies and stock taking.
- Daily till receipts if applicable for accounts section.
- Managing all incoming/outgoing post and couriers.
- Compilation of accident/incident reports for health & safety.
- Monitoring of signing time & attendance sheets for HR/Payroll section.
- Undertake any other administrative and clerical duties as might be reasonably assigned from time to time as required by the Equine Centre Manager.
- Working cross-functionally as required, informing all sections about key campaigns and plans as required assisting PR and Fundraising.
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### Personal Specification

- Excellent telephone manner and customer relation skills.
- Excellent communication, administrative and organisational skills.
- Microsoft Office skills required.
- Ability to priorities, work under pressure and to multi task required.
- Experience in managing a busy phones and front desk experience necessary.
- Must be enthusiastic, warm and friendly and a good team player.
- Must have a keen interest and basic knowledge of animal welfare and a good understanding of our work.
- Ability to learn on the job and attend relevant training required.