

## Position Description

<b>Position Title:</b>	<b>Animal Control Officer</b>
<b>Reports To:</b>	Team Leader – Animal Control
<b>Responsible For:</b>	N/A
<b>Group and Team:</b>	Consenting and Environment – Environmental Services
<b>Children's Worker:</b>	Yes (Non-core)
<b>Delegations and Budget Responsibilities:</b>	As per Delegations Register

### Purpose

To provide and maintain excellent services relating to animal control functions. Promote and educate responsible dog ownership, carry out animal control duties in accordance with statutory and regulatory objectives as set out in the relevant legislation for the control of dogs and stock, Council bylaws and associated policies in order to protect public safety.

### Key Relationships

#### External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

#### Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

### Our Compass Values and Behaviours

#### Responsibility

**Take ownership of decisions and outcomes, both collectively and individually.**

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

#### Respect

**Everyone is important, as are their views.**

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

#### Above and Beyond

**Take opportunities to go the extra mile.**

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

#### Positivity

**Always look on the bright side of life.**

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

## What You Will Do *(provided as a guide only)*

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### Dog and Animal Control Services

- Commit to a safe working environment minimising potential risk for yourself, team members and the public when dealing with animals in the field and at the Animal Care Facility.
- Ensure all complaints and other Requests for Service (RFS) are responded to and actioned according to relevant statutory and policy requirements, agreed programmes, and Council guidelines/advice.
- Collect and record all information relating to complaints or RFS in a manner that empathises with the client's situation and allows for appropriate action to be taken, within agreed timeframes.
- Demonstrate all decisions are made and actioned at a high level of competence and delegated authority.
- Convey decisions to clients in a clear, timely, constructive and professional manner, applying an appropriate form of communication.
- All service requests are to be completed or delegated to other agencies where applicable to the circumstance.
- Comply with Council confidentiality and privacy policies when dealing with customer information at all times.
- Undertake annual / monthly inspection and audit programme of dog owner's premises to determine compliance with relevant legislation and plans.

### Dog and Animal Impound Functions

- Complete all dog and animal impound functions including ranging, transportation of dogs and animals, register maintenance, euthanasia, feeding, laundry and facility maintenance duties in a professional and competent manner.
- Show consistent behaviours in both active and reactive approaches towards animals in accordance with Council expectations.
- Ensure the pound register is accurate and kept up to date.
- Guarantee Animal Care Facilities are kept clean and operable at all times.
- Ensure all impounded animals have access to sufficient food, clean water and are regularly exercised to meet requirements of the Code of Welfare: Dogs and Code of Welfare: Companion Animals.
- Ensure any injured or sick animals are provided with appropriate treatment and care.
- Animals in the Animal Care Facility are to be continually assessed, for welfare and wellbeing.
- Ensure animals requiring euthanasia are treated with care and due ethical consideration.
- Ensure all microchips are implanted as required in a safe and approved manner.
- All animals that the Officer handles or has responsibility for are treated humanely and with due care.

### Education, Support and Advice

- Effectively work with customers to problem solve situations and implement resolutions, to determine the appropriate balance of education, compliance and enforcement.
- Initiate or contribute to educational programmes or information resources, aimed at educating and informing the community, and promoting animal or safety initiatives.
- Ensure information resources and educational programmes are effective at promoting initiatives and informing others, and are well received by others.
- Contribute towards providing positive internal and external customer experiences.

### Compliance and Investigation

- Investigate complaints and requests from the public as is practicable to ascertain compliance with the relevant legislation or policy.
- Promote thorough investigations which are accurate and timely, including meeting with appropriate parties, documenting discussions and information gained.
- Gather and maintain high quality records and evidence to support an investigation and decision-making process.
- Prepare thorough, accurate and concise reports within agreed timeframes outlining issues clearly and correctly outline any issues of non-compliance with relevant legislation.
- Instigate enforcement action as per relevant legislation or policy
- Be available to act as a reliable witness when required.
- Seek support and guidance from the Team Leader – Animal Control and/or Manager – Environmental Services when necessary.

### New Legislation and Updates

- Keep up to date with new legislation and update team members on any legislative changes
- Ensure legal and technical opinions are sought when appropriate.

### Quality Management System

- Undertake all tasks in accordance with the Quality Management System.
- Provide assistance and support to other team members to develop, implement and maintain the Quality Management system.
- Adhere to monthly schedules and report in accordance with agreed timelines, discuss any performance issues or overrun timeframes with management.
- Peer review reports, letters and other documents to guarantee they conform with relevant legislation and are technically and grammatically correct.
- Ensure documentation is legally, technically and grammatically correct.

**Note:** Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

## What You Will Bring

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

### Education and Qualifications

**Essential:**

NCEA Level 3 or equivalent

Current New Zealand Driver's Licence with ability to drive both automatic and manual

**Desirable:**

Tertiary qualification in a relevant discipline e.g. Veterinary Nursing or Animal Welfare

Compliance Qualification Unit Standards for 'Initial Warranted Officers'

### Knowledge, Skills and Experience

**Essential:**

3 years minimum dog handling experience

Ability to interact confidently with animals including knowledge and understanding of dog behaviour

Previous experience in a compliance/regulatory position

Understanding of animal welfare and disease transmission

Good level of physical fitness and stamina

Familiarity with office systems including Microsoft Office

Well developed, effective verbal and written communication skills with the ability to communicate effectively with a broad range of people

Organised and methodical approach to record and time keeping

Excellent management and organisation skills, with the ability to prioritise and meet deadlines

**Desirable:**

Previous experience as an Animal Control Officer

Knowledge and understanding of the Dog Control Act, Local Government Act and Council By-laws

## Agreement

### Employee

Name

Sign

Date

### Manager

Name

Sign

Date

**Note:** From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

## **What We All Do**

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### **Customer Commitment**

Treat customers with respect – taking the time to listen, learn and understand.  
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.  
Acknowledge problems and complaints, identifying and promptly acting on solutions.

### **Continuous Improvement**

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.  
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

### **Health, Safety and Wellbeing**

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.  
Adhere to Health, Safety and Wellbeing policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

### **Civil Defence Emergency Management**

Assist Council in preparing for and responding to an emergency.  
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

### **Other Duties**

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.