

POSITION DESCRIPTION

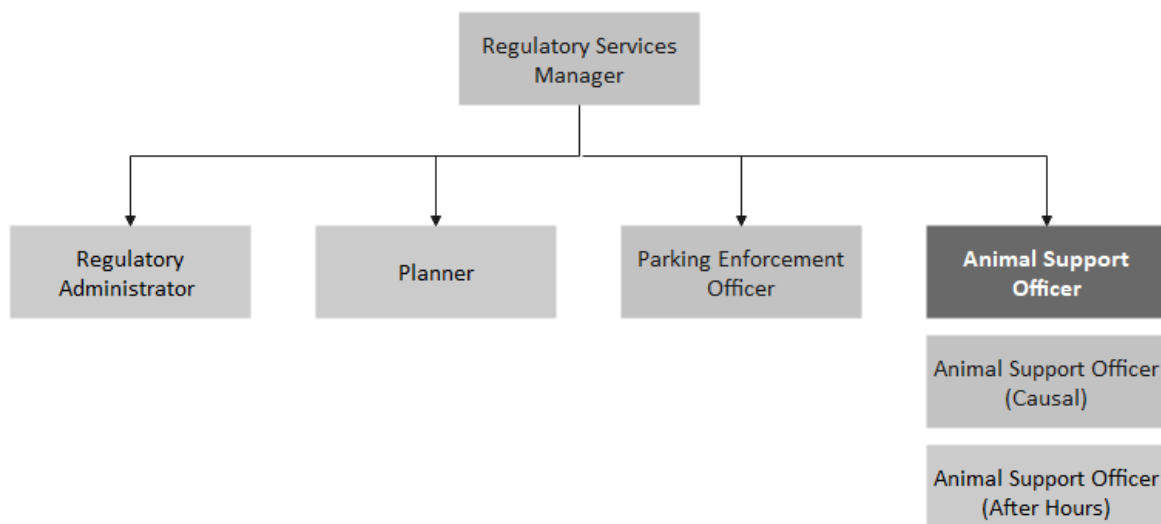
Job Title:	Animal Support Officer (Part Time)
Department:	Regulatory Services
Responsible to:	Regulatory Services Manager
Responsible for:	No staff reports to this role
Date:	April 2024
Position Holder:	Vacant
Hours:	Part time – 2 vacancies Position 1: 25 hours per week, 8:00am to 1:00pm, Monday to Friday* Position 2: 25 hours per week 12.00pm to 5:00pm, Monday to Friday* *Additional cover may be required from time to time to provide after-hours cover during periods of leave or sickness including providing back-up assistance (when required) to other staff on-call.

Purpose

To provide and maintain excellent services pertaining to dog ranging and animal control functions within the Gore District in accordance with statutory and regulatory objectives as set out in the relevant legislation for the control of dogs and stock including Council bylaws and associated policies.

The role has a key focus on ensuring that dog and stock control are carried out appropriately to protect public safety within the community to minimise harm and nuisance from dogs and other animals. The position also includes promoting essential services such as dog registration and encouraging and raising public awareness of responsible dog ownership.

Organisation Context



Functional Relationships

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/Lead	Deliver to
Internal	Regulatory Services Manager	✓	✓		✓		✓
	Regulatory services staff	✓	✓		✓		
	Other council staff	✓	✓		✓		
External	Dog and stock owners	✓		✓	✓		✓
	Members of the public	✓			✓		
	New Zealand Police	✓	✓		✓		
	Local veterinarians	✓	✓		✓		
	New Zealand SPCA	✓	✓		✓		
	Rehoming agencies	✓	✓		✓		
	Ministry of Primary Industries	✓			✓		

Key Results Area

The position objectives of the Animal Support Officer encompass the following areas:

- Animal support duties
- Impound service
- Customer service
- Administrative duties

The requirements in the above Key Results Area are broadly elaborated below.

What you will do to Contribute	As a result, we will see
<p>Animal Support Duties</p> <ul style="list-style-type: none"> • To attend to dog attacks on people and stock as quickly as possible taking action appropriate to the situation and circumstances with the safety of self and the public as the first consideration. • To respond to all animal control complaints within the timeframes set, to seek permanent problem resolution as appropriate to the situation, and to fulfill the Council's legal 	<ul style="list-style-type: none"> • Provision of effective animal support services. • Callouts and complaints are being responded to in a timely manner. • Council's enforcement policies and protocols are followed with regard to decision-making when undertaking enforcement action.

<p>obligations. On occasions, after-hours callouts or cover may be required.</p> <ul style="list-style-type: none"> • To provide ranging and patrolling service for roaming dogs and other stock/animals in circumstances that may create a nuisance/threat to public safety. • To maintain documentation in accordance with the Dog Control Act 1996 for the processing of infringement offences and other offences or processes under the Act. • To undertake visits to properties within the District known to have dogs to ensure compliance with registration. • To visit owners of dangerous and menacing dogs on an annual basis. • Ensure the microchipping of dogs is carried out safely and on time. • To proactively ensure the public is educated to be responsible animal owners. • To visit local schools to promote awareness for young people around dogs. 	<ul style="list-style-type: none"> • Being professional when dealing with abusive and non-compliant members of the public. • Relevant information is collected and recorded in a manner that empathises with the customer's problem and allows for appropriate action to be taken, within agreed timeframes. • You are actively contributing to health, safety, and well-being through working safely and following procedures. • Managing the activities of dog owners and their animals, through a combination of enforcement and education.
<p><i>Impound Service</i></p> <ul style="list-style-type: none"> • Responsible for ensuring that dog and animal pound facilities are kept clean and meet hygiene standards. • To ensure that no dog is released from the pound unless it is registered and microchipped. • To maintain accurate and up-to-date impounding records. • To ensure that impounded animals have access to sufficient food, and clean water and are exercised daily. 	<ul style="list-style-type: none"> • The dog and animal pound are always kept clean and operable at all times. • Accurate reports of any after-hours activities are provided to staff the next working day. • The vehicle and equipment are left in a clean and orderly state. • Health and safety guidelines are followed at all times.

<ul style="list-style-type: none"> • To ensure all dogs requiring euthanasia are treated with care and sensitivity (including their owners). 	
<p>Customer Service</p> <ul style="list-style-type: none"> • Skilled in managing relationships, navigating conflicts and resolving disputes with confidence and professionalism. • The ability to stay composed under stress and focus on finding solutions. • To ensure all complaints referred to animal control are responded to and actioned promptly and professionally. • To ensure the reputation of the Council is enhanced and that a sound relationship with the community continues by maintaining an open policy for community participation and the distribution of information. 	<ul style="list-style-type: none"> • Problems and complaints are acknowledged, solutions identified, and promptly acted upon. • Taking initiative to improve work practices and to get the best possible outcome. • Council confidentiality policies are met when dealing with customer information.
<p>Administrative Duties</p> <ul style="list-style-type: none"> • To ensure information required for the dog database is provided and maintained with accuracy. • To ensure all customer service requests are actioned and completed accordingly. • To send correspondence to dog owners, where required, following up from complaints or issues related to the dog. • To assist, where directed, with the annual dog registration renewal process. • To ensure management is kept informed on animal control issues. • Provide information to ensure statistics on animal control activities are accurate. • To submit reports on incidents pertaining to dogs, which have attacked or challenged any person or other animal. 	<ul style="list-style-type: none"> • All the data and records are stored in the designated systems. • Preparing written responses to the customer to conclude or provide feedback to their enquiries, complaints, or investigations. • Accurate and concise correspondence and or reports are prepared within agreed timeframes. • Correspondence and or reports outline issues clearly and correctly outline any issues of non-compliance with relevant legislation. • Incidents and hazards are being reported and knowing what to do in the event of an emergency.

- Manage special projects from time to time as directed by management.

Financial Responsibility

	YES	NO
Controls a budget		✓

Person Specification

Experience and knowledge

Essential:	Desirable:
Excellent communication skills (written and oral)	Equivalent qualifications related to the role
Strong customer service skills and experience	Understanding of Dog Control Act 1996
Strong conflict management skills	Experienced in working in an operational role with a minimum of supervision
Experience handling dogs and stock	
A clean and current drivers licence	

Specific Skills

- Have an affinity with and be able to deal proficiently and confidently with animals.
- Have confidence to deal with stock.
- Have the physical capability to lift, manage or restrain animals as required.
- Be able to clean pound facilities, associated equipment and vehicles.
- Be able to identify and understand customer needs and find solutions.
- Be able to interpret policies and procedures.
- Be competent in the use of Microsoft Office and databases.
- Be able to establish and maintain effective relationships with customers and stakeholders (e.g. Police, contractors, members of the public) and gain their trust and respect.
- Ability to implement, demonstrate, and lead health and safety practices.

Personal Attributes

- Possess excellent interpersonal skills and be able to interact effectively with emotional and stressed customers in a calm and professional manner.
- Convey a professional and positive image in a courteous and efficient manner.
- Possess excellent time management and organisational skills.
- Ability to remain composed under stress.
- Be able to establish and maintain effective relationships with customers and other agencies (e.g. Police, contractors, members of the public) and gain their trust and respect.
- Be well presented.

Civil defence

To take part in civil defence training programmes and exercises in order that the officer is able to assist effectively in a civil defence emergency. Training will be provided.