



SHAPING AN
AWESOME
HAMILTON

Animal Education and Control Officer

CITY GROWTH

WHY WE ARE HERE

We are a high-performance organisation with a clear purpose – **to improve the wellbeing of Hamiltonians**. Our people are at the heart of everything we do. We need players on our team who think differently, act with integrity and work together to deliver world-class outcomes for our community. We need players who understand that mindset is the foundation of their performance.

WHY THIS ROLE EXISTS

This position sits within the **City Growth** group. The purpose of this group is to help build a more vibrant, attractive and prosperous city. The Animal Education and Control's key role is to enforce the Dog Control Act 1996 and Council Bylaws to ensure Hamilton is a safe City.

WHAT YOU WILL DO

Reporting to the Animal Education and Control Officer Team Leader, you will undertake a range of Animal Education & Control tasks including investigations of all public complaints relating to animal control, take enforcement action such as written warnings and issue infringement notices when required.

This position contributes to improve the wellbeing of Hamiltonians by providing specialist skills in handling aggressive and dangerous dogs, promote public safety by educating the cities dog owners and impounding of stock.

KEY OUTCOMES

Some of the **key outcomes** for this role include:

- Investigate public complaints relating to dog control including roaming, barking, welfare complaints, rushing and attacks. Undertake appropriate enforcement options including written warnings, issuing infringements and recommending files for prosecution.
- Respond to all complaints within the required time frames.
- Assist other agencies such as Police, Community Groups, SPCA and Welfare Agencies when required.
- Participate in special projects such as but not limited to Paws in the Park, and registration amnesties.
- Where a prosecution is required all files all to be completed in accordance with District Court practices and to the standard required by relevant legislation.
- Undertake investigations and follow up on reported roaming dogs within Hamilton City; where required return home or impound dogs when found in accordance with standard operating procedures.
- Ensure where applicable checks are completed, and data updated in regard to the National Dog Database.
- Complaints of roaming stock are to be investigated and the stock impounded in accordance with standard operating procedures and relevant legislation.
- Undertake investigations into all animal complaints in accordance with Standard Operating procedure and relevant legislation. Ensure appropriate enforcement options are applied
- Actively participate, comply and engage in all health & safety activities, policies, and practices including Civil Defense.

HOW YOU WILL DO THIS

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

YOUR MINDSET, SKILLS KNOWLEDGE AND EXPERIENCE

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

YOU BRING TO THE ROLE

- A proven track record of thinking differently, acting with integrity, working together and making it happen.
- Self-awareness that mindset is the foundation of performance and an ability to develop self and others in this regard.
- Ability to lift weights of 20kg from floor to bench height.
- Ability to read, understand and interpret legislation.
- Full current drivers' license and ability to drive a manual vehicle.
- Highly developed interpersonal and communication skills with the ability to work effectively with a diverse range of stakeholders (internal and external).
- Computer, keyboard and data entry skills.
- Good attention to detail.
- Experience working with dogs and other animals.
- Experience recording detailed information gained through research and/or investigation.
- Current firearms license (not essential, as this can be supported by Council).
- Experience resolving disputes and/or managing difficult customers.