# POSITION DESCRIPTION

## Animal Management Officer – 2393 – Environment & Community Services Group

## ABOUT COUNCIL

The Toowoomba region is about rich traditions and bold ambitions. Our long and proud agricultural history has evolved Toowoomba into Australia's second largest inland city supporting diverse townships in the council area and acting as a service centre for South West Qld and North West NSW. The region is boldly forging new opportunities around the Surat Basin resource sector, education, health, transport and massive infrastructure investments. Growth hasn't come at the expense of liveability though, with Toowoomba twice voted in the top 5 most family friendly cities in Australia.

Toowoomba Regional Council services a regional population of 166,500 and employs a team of approximately 1,800 staff, dedicated and passionate about delivering excellent customer service to the community, residents and visitors throughout the region. We recognise that our success depends upon attracting and retaining skilled and talented staff and offer a wide variety of interesting challenges and opportunities to develop your career.

## OUR VALUES AND BEHAVIOURS

*To view our Organisational Values and Behaviours in more detail, click here.*

## POSITION DETAILS

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| **Position Title:** | Animal Management Officer (2393) |
| **Group:** | Environment & Community Services Group |
| **Branch:** | Environmental and Regulatory Services |
| **Section:** | Regulation and Compliance |
| **Current Location:** | Toowoomba |
| **Status:** | Full Time (Permanent) |
| **Award:** | Queensland Local Government Industry (Stream A) Award - State 2017 |
| **Classification:** | Level 2 / 3 (dependent on qualifications) |
| **Job Family:** | Compliance |
| **Date last reviewed:** | 8 December 2021 |

## **POSITION OBJECTIVE** – *WHAT YOU WILL DO*

In contrast to Animal Welfare type roles, the Animal Management Officer (AMO) undertakes a range of activities requiring the application of acquired specialist skills and knowledge in an environment that is often challenging and demanding. The AMO is responsible for providing a service that protects the amenity and safety of the community through investigation and enforcement of State Government Acts and Regulations, and TRC Local Law standards.

The level of supervision for this position will be dependent upon the appointment level.

## **POSITION RESPONSIBILITIES** – *THE WORK YOU WILL DO*

1. Exercise the powers and functions of an authorised person by attending to complaints and enquiries through various processes. These investigations include, but are not limited to:
    - Monitoring, regulating and enforcement in accordance with the Animal Management (Cats and Dogs) Act 2008, Local Laws and Subordinate Locals Laws;
    - Any reported animal attacks on humans or other animals;
    - Seizure of animals through the execution of warrants;
    - Reports of animal nuisance (including noise nuisance);
    - The issue of notices, order and infringements for substantiated offences; and
    - Conducting routine patrols of the Toowoomba Regional Council community.
2. Undertake a range of Animal Management activities requiring the application of established work procedures, and the administration of powers and functions provided under State Government Acts and Regulations, Council Local Laws and Council policies and procedures to ensure compliance, including but not limited to:
    - Investigation and resolution of assigned Customer Requests, including but not limited to the completion of investigation notes;
    - Obtaining and formulation of witness statements;
    - Operating remotely in the field and often working alone;
    - Prioritising and managing workloads and completing tasks within agreed timeframes; and
    - Correctly recording, gathering, assessing and storing of evidence as required;
    - Handling and identifying animals including dogs, cats and livestock, and where necessary attend to their seizure, processing, care and sustenance needs;
    - When required physically assist with the euthanasia of animals as per established protocol;
    - Management of Regulated Dogs;
    - Actively participating in meetings and forums and workshops;
    - Participating in approved programs and projects i.e. Approved Inspection Program (AIP);
    - Providing mentorship, coaching and development to less experienced staff; and
    - Identifying and seeking opportunities which contribute to business improvements.
3. Provide accurate, timely and courteous responses in a helpful manner to internal and external requests for service, information and advice on various obligations and compliance issues provided for under the:
    - Animal Management (Cats and Dogs) Acts 2008; and
    - Toowoomba Regional Council Local Laws and Subordinate Local Laws.

4. Work cooperatively in a team environment by developing effective working relationships with a variety of stakeholders including internal and external stakeholders.

5. Perform work as part of an on-call and overtime roster that may require the employee to respond to emergency complaints that fall outside the normal hours of operation.

6. Any other safe and reasonable duties within the scope of the position.

## **POSITION SUCCESS CRITERIA** – *WHAT YOU ARE REQUIRED TO HAVE*

1. Qualification(s), training and/or experience, specific to the role:
   - Possession of a current 'C' Class Manual Driver's Licence.
   - Possession of Year 12 education, or a combination of experience, qualifications and competencies which enables the incumbent to perform all duties of the position.
   - Completion of a training course for Authorised Persons or willingness to complete this course within 6 months of commencement.
   - You may be appointed at Level 3 if you have completed and obtained a Certificate IV in Government Investigations, or an equivalent qualification.

2. Outcome and Result Focused
   - Ability to interpret and apply legislation (*Animal Management (Cats and Dogs) Act 2008* and *Council Local Laws*) to assist in making decisions, utilising research, planning, statement taking and report writing.
   - Ability to research, plan and prioritise workload to achieve appropriate outcomes within agreed timeframes.

3. Interpersonal and Communication Skills
   - Demonstrated high level of interpersonal and communication skills including written, numeric and orally.
   - Ability to use interpersonal and communication skills with a diversity of people in sometimes difficult and sensitive situations to reach effective outcomes.

4. Teamwork Skills
   - A demonstrated undertaking to encourage a supportive work environment and a commitment to teamwork towards achieving outcomes and establishing effective working relationships with internal and external stakeholders.

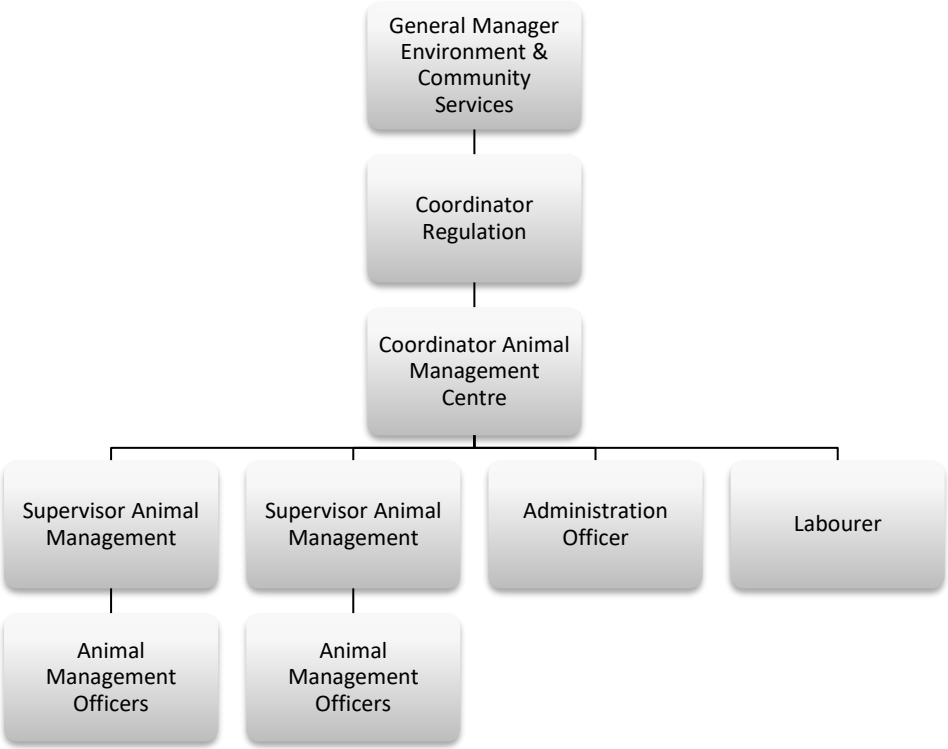
5. Technical Skills / Knowledge
   - A high level of computer literacy skills including the effective use of Microsoft Word and Outlook with the capacity to learn other relevant programs.
   - An ability to handle and identify animals including dogs, cats and livestock and if required, the ability to physically assist with the euthanasia of animals as per established protocols.

6. Commitment to Council's Organisational Value and Behaviours:
   - Honesty

## **ADDITIONAL POSITION REQUIREMENTS**

- Be willing to work flexible hours to meet the requirements of the position.
- When performing on-call duties, the employee must reside within the Toowoomba Regional Council area or within a 20 km driving distance (measured along the shortest practical route) from the Council boundary.
- Be willing to work at any location within Toowoomba Regional Council subject to organisational requirements.

## CORPORATE REQUIREMENTS

- Commitment to agreed Toowoomba Regional Council (TRC) Values and Behaviours and Code of Conduct.
- Adherence with all relevant TRC policies and procedures, Enterprise Bargaining Agreement(s), your contract of employment and relevant legislation, including the *Local Government Act 2009* and *Work Health and Safety Act 2011.*
- Commitment to the obligations and responsibilities outlined in the '*WHS Obligations and Responsibility Statement'* relevant to this position.
- Compliance with all relevant and necessary pre-employment checks, including Medical Assessments, Criminal History Checks and Working with Children Checks.
- Provide a professional level of customer service to all relevant stakeholders in line with '*Council's Customer Experience Policy'.*

## ORGANISATIONAL CHART AND DELEGATIONS