

Position title:	Animal Shelter Officer	Team:	Animal Shelter
Division:	Operations Division	Reports to:	Shelter Manager
Department:	Licensing and Regulatory Compliance	Direct reports:	0
Unit:	Animal Management	Indirect reports:	0

 Purpose of the job	The shelter officer is responsible for the care of dogs (and at times, other animals) in Auckland Council's Animal Management shelter. The role will carry out the council's statutory and regulatory functions relating to animal management (principally dog control and stock impounding) to protect public safety and increase public awareness and accountability. Shelter Officers work with adoptable dogs, preparing them for forever homes.
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 Key responsibilities	• Be aware of, and demonstrate, the principles of Our Charter. This sets out the expectations for conduct at Auckland Council. • Be aware of, and demonstrate, Our Behaviours in ways that support inclusivity and adaptability in every aspect of our work. • At Auckland Council, "health and safety starts with me" (ka timata te hauora me te aria hauata ki a au) and everyone has a duty to keep themselves and others safe.
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 Outcomes	• Dogs and other animals held in the shelter are well cared for • The shelter is clean and disease free • Customers have a full understanding of the process and their options • Adoptable dogs are trained, as far as practicable, in preparation for their new homes • Auckland Council is well represented at hearings • Customers understand their obligations when owning a dog
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 Key skills	• Be able to proficiently handle dogs of all sizes and temperaments • Provide care for all animals in the shelter • Complete temperament tests to identify adoptable dogs • Understanding dog behaviours • Able to identify breeds of dogs and stock • Able to identify health concerns of animals • Provide education to customers as required • Manage conflict situations promptly and fairly, keeping the customer and stakeholders informed throughout the process of their rights and legal obligations
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	• Strong ability to exercise judgement • Ability to work without direct supervision but a strong team player • Strong customer service ethic • Able to work with automated work flow management systems; computer literate (Microsoft Windows, Excel, and other relevant programmes) • Excellent oral and written communication skills and the ability to communicate clearly and concisely with a diverse customer base. • Good conflict management and conflict resolution skills. • Ability to form good working relationships with external bodies such as the Police, SPCA , Community groups and local boards.
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 Job requirements	• Minimum of 3 years' experience working in an animal management/husbandry/welfare or compliance field • Minimum of 3 years' experience working with dogs or in a related field • A sound understanding of Tangata Whenua and Te Tiriti o Waitangi • Knowledge of animal control, animal welfare and animal husbandry.
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 Our commitment to te ao Māori	The role will require working collaboratively across council, agencies and communities to effectively contribute towards the delivery of the Māori Responsiveness Plan for Tāmaki Makaurau and create a coherent linkage with the council's overall work programme to achieve Maori outcomes.
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Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:	Version date:

 Job framework	Job function:	Job family:	Job:

Auckland Council behaviours

