

Position Description

Senior Community Animal Shelter Officer



Position Overview

Unit & Directorate	Community Safety & Compliance – Community Strengthening
Position Status	Temporary (12 months) Full Time
Classification	Band 5
Location	Primarily based at Mornington at the Community Animal Shelter and Pound
Reports to	Team Leader – Community Safety

About Mornington Peninsula Shire & Team

Mornington Peninsula Shire is responsible for a broad range of more than 70 services from community services to infrastructure which supports the wellbeing and prosperity of the Mornington Peninsula community. Our vision is to value, protect and improve the unique characteristics and way of life on our Peninsula.

Our community is at the heart of everything we do, and our organisation is committed to the highest standards of performance, behaviour and service. To guide us in the delivery of exceptional community outcomes, we live our values of Integrity, Courage, Openness, Respect and Excellence.

As an employer, we are committed to providing an environment that is safe and engaging and enables our people to achieve great things. We are committed to child safety and ensuring our workforce is inclusive and reflects the diversity of our community.

This position works within the Community Strengthening division as part of the Community Safety and Compliance Unit. The Community Safety Team implements the Shire's Local Laws, Parking Compliance-, Animal Management- and Animal Pound programs.

The Community Animal Shelter and Pound cares for more than 1,500 lost pets each year. The Shelter also cares for livestock found wandering at large such as horses, cattle and sheep and is open to the public 363 days per year (except Christmas Day and Easter Good Friday).

The incumbent of this position must be available to take part in rostered work on weekends, public holidays and after-hours when required.

Position Purpose

The Senior Community Animal Shelter Officer assists and supports the Community Animal Shelter Operations Supervisor in effectively organising and coordinating the Shelter/Pound operations to ensure a smooth day to day running of the Shelter/Pound and compliance with all relevant legislation, codes and industry standards.



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The position plays a vital role in providing support to external stakeholders, service providers and Community Safety Officers/Rangers, as well as promoting responsible pet ownership so that those on the Mornington Peninsula can continue to enjoy the benefits and amenity of the Shire.

Key Responsibilities & Accountabilities

- Key Position Outcomes
- Actively promote a positive customer service focus by responding appropriately and professionally to customers seeking assistance and information, both in person and over the phone.
 - Undertake reception duties, including answering phone calls and welcoming visitors, including community engagement tours.
 - Maintain corporate databases that support the operation of the Shelter, including recording animal impound data.
 - Generate reports as required.
 - Provide general administrative support including producing, compiling and filing of correspondence and documentation, preparation of meeting agendas and minute taking.
 - Identify opportunities to improve the efficiency and effectiveness of existing systems and procedures, and contribute to the continuous improvement of these systems and procedures to ensure professional and industry standards are met.
 - Support the Operations Supervisor in developing and maintaining administration systems and procedures to ensure accountability in line with organisational policies and procedures.
 - Support the Operations Supervisor in the delivery of key projects and programs.
 - Create and update pet adoption profiles on various media platforms.
 - Liaise with external stakeholders, including rescue groups and animal welfare organisations.
 - Assist with the reunification of animals, processing of impounds and releases.
 - Coordinate the rehoming of unclaimed and surrendered animals, including assessment of animals for suitability for rehoming.
 - Support the Operations Supervisor with invoicing and purchasing of materials and equipment required for day-to-day operations at the Shelter.
 - Process credit card payments, cash payments and do reconciliation.
 - Conduct initial assessments of animals upon entry.
 - Schedule veterinary appointments and assist, when required, with transportation of animals and equipment in appropriate vehicle to local veterinary clinics and other agencies.
 - Actively participate in team meetings, collaborative planning activities and quality assurance activities.
 - Assist with cleaning and maintaining cat cages and other animal housing when required.



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- Assist the Shelter to operate in accordance with the Code of Practice for the Management of Dogs and Cats in Shelters and Pounds and all relevant legislation, codes and industry standards.
- Carry out tasks and functions in accordance with Standard Operating Procedures and policies.
- Other duties as required.
- Deliver on agreed annual key performance outcomes which in addition to the key position outcomes and other key responsibilities and accountabilities within the Position Description, will form the basis of performance review and assessment.

Relationship Management

- Develop and maintain key strategic relationships with rescue groups, Vet Clinics and other service providers.
- Work closely with other members of the Community Safety team to ensure effective and consistent service for Council.
- Provide support to the Operations Supervisor as required.
- Deliver exceptional customer service.

Organisational Responsibilities

- Role model the Mornington Peninsula Shire Values.
- Comply with Council policies, procedures, and guidelines.
- Monitor actions to ensure budget and procurement requirements are met.
- Ensure compliance with Privacy legislation and personal information confidentiality requirements.
- Encourage and promote a culture of risk minimisation and management.
- Create, maintain, and foster a safe work environment by reporting hazards, incidents and/or faulty equipment/services and ensuring the amenities are clean and supplies appropriately stocked.
- Maintain professional expertise, performance, and personal development.

Experience & Capabilities

Qualifications & Experience

- A Certificate in Office Administration or similar, or lesser formal qualifications with substantial demonstrated experience in an administrative role, together with competency in the application of Microsoft Office suite of programs.
- Demonstrated experience in the handling and management of domestic animals, including livestock.
- Experience with providing high quality customer service.
- Demonstrated ability to work cooperatively in a small, dedicated team in a fast paced office environment .
- Current Drivers licence and Working with Children Check.



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Specialist Skills & Knowledge

- Provide quality customer service and administrative support.
- Excellent knowledge of office procedures and an excellent knowledge of the Microsoft Office suite of programs and an ability to operate the Shire's corporate systems.
- Demonstrated skills for the safe handling of domestic animals and livestock.
- Social Media skills, such as video editing, content creating, including the ability to identify essential issues/facts that require acknowledgement.
- Knowledge of the various Acts, Regulations and Local Laws relevant to the functions of the Community Safety & Compliance Unit.

Interpersonal & Management Skills

- Ability to manage workload to a high standard.
- Ability to accurately assess the political environment.
- High level of verbal and written communication skills and an ability to use persuasion and influencing skills.
- Ability to maintain internal/external contacts and networks.
- Ability to work collegiately with other team members, a diverse community and other stakeholders.
- High level of problem solving and decision-making abilities.
- Ability to manage time, set priorities, plan and organise own work within a busy working environment ensuring deadlines and targets are met.
- Ability to make decisions in a timely and appropriate manner consistent with organisational policies and guidelines.

Judgement & Decision Making

Decisions:

- Dynamically assess risk and prioritise personal wellbeing.
- Raise purchase orders and approve invoices for minor purchases within existing policies.
- Provide support and direction to vets and animal rescue groups in line with existing policies.

Recommendations made:

- Amendments to operational procedures and guidelines when inconsistencies or improvements are identified.
- Reporting of concerns regarding safety, team functioning and workload distribution.

Accountability & Extent of Authority

- Make decisions in accordance with legislative requirements, Shire Policies and Community Safety team operational procedures and guidelines.



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- Provide timely and quality administrative support to internal/external stakeholders.

Personal Qualities

- Commitment to living Mornington Peninsula Shire values.
- Detail focused.
- Resilience and flexibility.
- Attention to detail.
- Willingness to learn.
- Drive and commitment.

Other Relevant Information

- This position description is an overview of the role and the incumbent may be directed to carry out additional duties as required.
- The incumbent must hold work rights to hold a permanent full-time position in Australia.
- A current Victorian drivers licence is required and licence audits may be conducted if the person is required to drive a Shire vehicle as part of this role.
- This role requires a Police and Working with Children Check and may require further assessments such as qualification and fitness to work assessments.
- The incumbent is required to participate in the annual Goals & Performance Review program.
- The incumbent must be available to take part in rostered work on weekends, public holidays and after-hours when required.

Approval & Understanding

The following signatures are required to indicate understanding, agreement and approval of the position description.

Position description approved by:

Name: Talana Cook

Title: Team Leader –
Community Safety

Date: 30/03/2023

I have read and understood the requirements set out in this Position Description

Incumbents Name:

Signature:

Date:

