

Summary information

Section	Animal Rehoming Centre	Directorate	City Living
Position grade	Band 2 Level 1 Grade 5	Position type	Permanent, full-time and Casual
Reports to	Team Leader Administration and Rehoming	Direct reports	No
Approval limit	\$0	Release limit	\$0
Created/reviewed	May 2023	BCC number(s)	BCC1232 and BCC1233

Our Values

TEAMWORK



CUSTOMER FOCUSED



INNOVATION



COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

1 Position purpose

- Enhance Council's image as a customer service provider and ensure that animals held at the Blacktown Animal Rehoming Centre (BARC) are treated humanely in accordance with accepted standards
- To facilitate the transition of all animals into and out of the centre including all associated paperwork and customer service
- Assist with maintaining a high standard of animal housing presentation and animal welfare within BARC
- Assist with the caring, feeding and cleaning of impounded animals when required
- Act in accordance with the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2017 and the Work Health and Safety (WHS) System.

2 Qualifications and experience

Essential

- Relevant qualifications in an appropriate field
- Demonstrated customer service experience or administration experience with both telephone and face to face enquiries in a fast paced and high-volume area
- Demonstrated high level of experience in handling and working with companion animals
- Demonstrated ability to work within a team environment
- Experience in PC applications
- Current class C driver's licence.

Desirable

- Sound knowledge of all relevant Acts, Regulations, Guidelines of the Companion Animals Act 1998
- Authority to implant microchips
- Ability to drive a manual vehicle.

3 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4 Key accountabilities

Position specific

- Provide quality service to all customers in person, electronically and over the telephone
- Maintaining an up to date working knowledge of BARC services, products and activities
- Enhancement of customer satisfaction through consistent responsive and polite handling of enquiries, requests, actions and complaints
- Representing the Council in a positive way and enhancing the customer focused image of the organization through polite, friendly and efficient behavior
- Project a professional and positive image of Council
- Effective communication with the management team, staff, volunteers and customers
- Provide effective services to customers in accordance with procedures and standards, ensuring that the needs of pet owners, their animals and the general community are met
- Accurate record keeping in relation to invoicing and the housing and management of impounded animals
- Assist with the caring, feeding and cleaning of impounded animals when required
- Animals are released, adopted or rescued in accordance with the Companion Animals Act 1998, Impounding Act 1993 and Prevention of Cruelty to Animals Act 1979 and Council requirements
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:

- familiarise yourself with our Volunteers policy and standards
- implement the policy and follow this Managing volunteers standard in a consistent and fair manner
- undertake training needed to effectively coordinate volunteers
- allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working With Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately.
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5 Duties

- Create and maintain accurate records for animals held, including but not limited to kennel/cattery impound records, cats and dogs on the Companion Animals Register in accordance with relevant guidelines.
- Meet the Council's requirements with impounding, releasing or the adoption of animals over the front counter.
- Financial transactions are administered accurately and in accordance with procedures and standards, including but not limited to, balancing daily takings and the creation of monthly invoices.
- Process invoices for payment.
- Adhere to Council's security precautions for the handling of monies.

- Ensure telephone calls are answered and electronic and counter enquiries are received promptly and in accordance with procedures and standards.
- Manually handle animals being received and released at the center.
- Reunite animals with their owners as quickly as possible.
- Contact customers as required.
- Promote the image of the BARC and the Council.
- Ensure adherence to relevant legislative requirements, Council policies and current standards.
- Ensure stationery supplies are maintained and ordered appropriately.
- Effective liaison with Council, contract Councils and customers.
- Assist in educating customers of their responsibilities in owning companion animals relevant to current legislation.
- Carry out microchipping of companion animals.
- Follow specific quarantine and disinfection procedures or instructions.
- Provide guidance and assistance to staff as advised by the Team Leader.
- Observe and report any animal behavioural problems to the Team Leader/Officer.
- Assist with feeding and watering of all animals as required.
- Assist with cleaning and maintaining kennels, cattery and surrounding area as required.
- Manually handle animal faeces if required.
- Participate in the euthanasing of animals not suited for rehoming.
- Comply with all health and safety policies, procedures and work instructions.
- Assist in the allocation of animals for the de-sexing program as required (including transportation if required).
- Undertake scheduled workplace learning programmes.
- Ensure work area is kept clean and tidy at all times.
- Participate in council's after-hours emergency service if required.
- Perform other relevant tasks assigned by the Team Leader Administration and Rehoming.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6 Performance criteria

As per Council's performance management system.

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Acknowledgement and agreement

Employee	Name		
	Signature		Date
Supervisor	Name		
	Signature		Date