



Redland City Council Position Description

Date Created	03 MARCH 2006
Date Amended	23 March 2015
Probation Period	6 months
Related Positions	
Authority Level Approval	General Manager
Established Position	Yes

Position Title	Animal Shelter Officer
Position Number	200172
Award	Queensland Local Government Industry Award - State 2017 and applicable Division(s)
EB Agreement	Officers' Certified Agreement
Applicable Agreement/s	n/a
Salary Level	2
Position Employment Type	Permanent
Attendance Type	Full Time
Department / Group	Community and Customer Services/Environment & Regulation
Unit / Team	Compliance Services/Animal Management
Standard Hours	36.25
Medical Classification	C (completion of a Medical Questionnaire, Physical Assessment and a Functional Capacity Assessment with the Occupational therapist)

PRIMARY PURPOSE

To operate and maintain Council's animal shelter facility to ensure the health and welfare of impounded animals and support the animal rehoming process. To ensure compliance with Councils Local Laws, State and other legislation whilst providing a high level of customer service to the residents of the Redlands.

STATUTORY REQUIREMENTS AND CORPORATE REQUIREMENTS

All aspects of this position will be performed by the incumbent to:

- satisfy all relevant statutory obligations,
- satisfy public sector ethical standards, and Redland City Council (RCC) codes of conduct and values,
- comply with the Information Privacy Principles of the Information Privacy Act 2009,
- contribute to and support the achievement of Redland City Council's Corporate Plan,
- align with authorised RCC policies, guidelines, and procedures,
- support and contribute to customer service that satisfies the RCC Customer Charter, and
- protect the safety of self and other workers through safe work practices as detailed in the Workplace Health and Safety Responsibilities Procedure and associated statements.

For staff who create or receive corporate/business documents (including e-mail), it is a requirement that these documents be registered into the relevant corporate recordkeeping system/s in accordance with approved Policy and Procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to: Animal Shelter Coordinator (200181)

Supervises: Nil

DELEGATIONS

As described in the Delegations Register.

Key Accountabilities		
1	Ensure that the operational and administrative requirements associated with the running of the animal shelter are fully maintained on a daily basis, including (but not limited to): • Telephone enquiries • Front counter customer service • Processing and balancing cash and EFTPOS transactions related to impounding and animal registration fees. • Impounding and releasing of all animals, and updating Council's database • Issuing infringement notices • Updating Council's website and social media, with impounded animals and animals to be rehomed • updating customers information relating to lost and found animals. • Completeing behavioural assessments on animals • Rehoming animals, including preparing animals to be rehomed • Processing retail sales	35%
2	Provide a high standard of care and maintenance for impounded animals and the shelter facility to ensure the health and welfare of animals, employees and customers is maintained. These activities include, but are not limited to: • Dog exercise • Animal welfare (including ,monitoring, feeding, cleaning and coordinating veterinary care if required.) • Stock control • Disease control and prevention • Identifying and reporting any building/machinery maintenance requirements; and • Maintaining surrounding grounds and gardens. • Cleaning animal kennels and cages • Identifying and reporting on and WH&S potential risks	20%
3	Provide general administrative support to the Animal Management team, including telephone enquiries, processing animal registration applications, processing of complaints, compiling monthly statistics associated with the animal shelter, and other general administrative duties to achieve the agreed levels of service and desired outcomes.	15%
4	Provide customer focused administrative advice and information to resolve enquiries associated with animal shelter activities from internal and external clients.	10%
5	Develop and maintain effective working relationships with other areas of Council and other stakeholders to ensure the provision of complementary support services to the team.	10%
6	Demonstrate commitment to the Animal Management team by proactively participating and contributing to team objectives, ensuring continual improvement in individual and team performance, and providing support to other team members.	10%

Selection Criteria

1	Demonstrated knowledge of domestic animal behaviours, hygiene and husbandry, with experience in the welfare of dogs, cats, poultry and livestock.	30%
2	Excellent community and customer service skills with ability to relate to internal and external stakeholders. Well developed verbal communication and interpersonal skills to deal effectively with sensitive and or emotive customer service, enforcement and compliance issues.	25%
3	High level of administrative skills, including written and oral communication skills, organisation and time management, attention to detail, computer software application, and innovation.	20%
4	Demonstrated experience in retail sales or relatable customer service experience, including experience in cash handling, issuing receipts, stock auditing, merchandising and ordering.	15%
5	Demonstrated achievement in working effectively as a team member with a high degree of flexibility and effective communication to ensure team objectives are achieved.	10%

Mandatory Criteria

Criminal History check prior to appointment

Desirable Criteria

Course in Microchip Implantation of Cats and Dogs

Authorities

This position description meets the capability requirements of the position.

**People and Culture Officer / Executive Group
Manager, People, Culture & Org Performance**

Date:.....

**Group/General Manager/
Chief Executive Officer:.....**

Date:.....