



## MOUNT ISA CITY COUNCIL POSITION DESCRIPTION

<b>POSITION:</b>	Animal Management Support Officer
<b>EMPLOYMENT STATUS:</b>	Permanent
<b>AWARD CLASSIFICATION:</b>	1 Yard Queensland Local Government Industry (Stream B) Award – State 2017 in conjunction with Mount Isa City Councils Certified Agreement
<b>DEPARTMENT:</b>	Regulatory Services
<b>SECTION:</b>	Local Laws

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### POSITION OBJECTIVE

This position supports the Animal Management Officer for the day to day tasks of the Mount Isa City Council Pound including the care, management and release of impounded animals. You are required to provide a high standard of care for the welfare of animals impounded by Council and follow all legislative requirements as well as Council's policies and procedures.

### ORGANISATIONAL RELATIONSHIPS

Reports to:	Regulatory Senior Coordinator
Informal reporting:	Animal Management Officer
Supervises:	Nil

### REQUIREMENTS OF THE POSITION

#### Skills, Knowledge and Experience

- Ability to deliver excellent customer service.
- Exercising sound judgement and initiative.
- Demonstrated computer literacy and administration skills, including databases and cash handling.
- Demonstrated experience in caring in a compassionate manner for animals and have the ability to recognise when animals are in distress and require alternative care.
- Well-developed interpersonal skills to communicate, liaise and build effective relationships with internal and external customers.
- Competent in the use of the Microsoft Office suite of programs.
- Self-motivated with strong time management, problem solving and decision-making skills.
- Knowledge of or ability to obtain knowledge of Council policies and procedures.
- Ability to safely handle animals utilising good manual handling technique.
- The physical ability to undertake animal management duties.
- Undertake daily cleaning of the Pound.
- High level of attention to detail is essential.

#### Qualifications

- Possession of a current Queensland General Safety Induction (Construction Industry White Card) essential;
- Current Queensland "C" class manual Driver's Licence is essential.
- Completion of the Certificate in Animal Technology is desirable or studying towards the completion of relevant certification.

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Animal Management Support Officer Position Description

**Training**

- Training deemed essential for the position in accordance with Councils Training Matrix.

**KEY RESPONSIBILITIES**

This position is responsible for the following areas and includes but is not limited to;

- The ability to handle different types of animals including (but not limited to), aggressive, timid, nervous and overly energetic
- Ensure the welfare of all animals in Council control,
- Undertake general assessment of animals that are impounded at the facility including; general health and wellbeing, bathing, flea and tick treatment and worming of animals
- Exercising of animals,
- Assessment of suitability of animals for re-homing and adoption purposes,
- Maintain high standard of cleanliness of the Pound and all aspects within,
- Regular monitoring of holding pens,
- Participate in education programs to the community,
- Airport transfers for animals requiring transportation,
- Transportation of animals for vet appointments,
- Assisting with the euthanasia of animals,
- Assist with the maintenance of Pound registers, records and associated data,
- Assist in the Council's impound procedures in relation to Local Laws and relevant State legislation,
- Ensuring correct fees and charges are calculated, for all animals released from the Pound,
- Assist with lost and found animals delivered to the Pound for safe return to Owners.
- Follow procedures and policies to support Pound activities,
- Assist in the completion of impounding paperwork and associated requirements,
- Assist with handover documentation for weekend care of Pound activities,
- Assist with the management of all social media activities for the Pound,
- Stock take requirements of all Pound related items; ordering and replacement of all supplies required for the Pound,
- Interaction with rescue groups and relevant organisations related to animal rescues,
- Interaction with members of the public for adoption activities,
- Have a working knowledge of the animal registration framework,
- Safe handling, usage and storage of chemicals,
- Supply relevant data required for the reporting requirements of Local Laws,
- Contribute to the promotion of the image of Council and the maximisation of good public relations and integrity,
- Support continuous improvement initiatives, including identifying, recommending and implementing opportunities for improvement within the Pound.
- Assist within the Local Laws function and undertake other duties as directed,
- Participate in a weekend roster.
- Follow lawful and reasonable directives provided by your Supervisor, and
- Council reserves the right to change these duties at any time.

**Physical Requirements**

- It is an inherent requirement of the position to be able to regularly lift weights;
- Exerting force when objects are pushed, pulled and moved away from body;
- Work outdoors in all weather conditions;
- Sit continuously for extended periods of time;
- Walk on uneven terrain.

This position requires the incumbent to maintain a good level of fitness to be capable of carrying out the physical requirements of the position.

### **KEY PERFORMANCE INDICATORS**

- All tasks completed complying with Local Laws, relevant legislation and executed in a timely manner.
- All communications carried out in a professional manner while promoting Council.
- High level of participation and commitment to team goals.
- Promotes and complies with Council policies and procedures.
- Effectively process customer complaints ensuring compliance with Councils Policy and Procedure.

### **DELEGATION AUTHORITY AND ACCOUNTABILITY**

- As per Council's Delegations of Authority.
- Other delegations as determined by the CEO or Council.

### **ORGANISATIONAL COMMITMENTS**

To comply with the requirements of all Mount Isa City Council policies and procedures as amended from time to time, including but not limited to;

- Comply with customer service standards,
- Comply with Council's Code of Conduct,
- Comply with and actively promote and ensure compliance with Council's Equal Employment Opportunity Policy,
- Comply with Human Resources policies and procedures,
- Comply with Work Health & Safety legislation, policies and procedures, and
- Comply with Records Management policies and procedures.

### **WORK HEALTH AND SAFETY**

All employees of Council have a legal obligation to comply with Work Health and Safety legislation including Council's Work Health and Safety Management System; Safeplan and Council policies, procedures and work instructions. This framework is established to ensure the health and safety of employees, contractors, visitors, volunteers and the public.

Employees are required to perform all work and associated functions in a safe manner and to identify and report any concerns, near misses and incidents/accidents to Councils WH&S Officer and Supervisor.

### **GENERAL**

All employees must comply with all reasonable and lawful directives given in the workplace and must undertake other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

Position Descriptions do not provide a definitive list of duties and responsibilities and as such Council reserves the right to alter this position description from time to time. Council expects employees to accept variations to their work within the classification level therefore Council may initiate changes through consultation with the position holder. On an annual basis the employee and appropriate Supervisor/Department Manager should review the position description for currency.

**SELECTION CRITERIA – Animal Management Support Officer**

SELECTION CRITERIA		WEIGHTING (%)
SC1	Holds relevant experience in a similar position	30%
SC2	Experience in effective handling of animals.	30%
SC3	Experience in the care and assessing the welfare of animals in your charge.	30%
SC4	Demonstrated ability to provide high level of customer service and interpersonal communication skills (including conflict resolution), including demonstrated effective written communication skills.	10%

**AUTHORISATION**

Coordinator: Lani Vincent

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Date originated: 16 September 2020

Date reviewed: 21 May 2021