

Casual Animal Management Support Officer

Position Outline

Position	Animal Management Support Officer
Work Location	21 Richardson Road, Animal Management Facility
Directorate	Community Services
Section	Regulatory Services
Reports to	Coordinator, Regulatory Services
Hourly Rate	\$36.13 + casual loading
Classification	Level 1, Mount Isa City Council Certified Agreement 2024
Engagement Type	Casual, Ongoing

POSITION OBJECTIVE

This position is responsible for the day to day tasks of the Mount Isa City Council Animal Management Facility (AMF), prominently the care, management and release of impounded animals.


POSITION REQUIREMENTS

- Experience in effective handling of animals.
- Experience in the care and assessing the welfare of animals in your charge.
- Demonstrated ability to provide high level of customer service and interpersonal communication skills including demonstrated effective written communication skills.
- Demonstrated ability to follow policies and procedures.
- Ability to carry out job requirements with limited supervision.
- Completion of the Certificate in Animal Technology is desirable or studying towards the completion of relevant certification.

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 animals.
- Ensuring the welfare of all animals in Council's AMF.
- Undertaking 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 and transporting of animals.
- Assessing of suitability of animals for re-homing and adoption purposes.
- Maintaining high standard of cleanliness of the AMF.
- Regular monitoring of holding pens.
- Participating in education programs to the community.
- Assisting with the euthanasia of animals.
- Assisting with the maintenance of AMF registers, records and associated data.
- Assisting 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 AMF.
- Assisting with lost and found animals delivered to the AMF.

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- Following procedures and policies to support Pound activities with a particular focus on cleaning and quarantine procedures.
 - Participating in weekend rosters.
 - Interacting with rescue groups and relevant organisations related to animal rescues.
 - Interacting with members of the public for adoption activities.
 - Have a working knowledge of the animal registration procedure.
 - Safe handling, usage and storage of chemicals.
 - Supplying relevant data required for the reporting requirements of Local Laws.
 - Contributing to the promotion of the image of Council and the maximisation of good public relations and integrity.
 - Supporting continuous improvement initiatives, including identifying, recommending and implementing opportunities for improvement within the Pound.
 - Undertaking other duties as directed by your Supervisor.

Out-of-ordinary hours work may be required. Council reserves the right to change these duties at any time.

KEY PERFORMANCE INDICATORS

- All tasks completed complying with relevant policies and procedures, relevant legislation and executed to a high standard of quality in a timely manner.
- Communicate effectively with supervisors and other staff members.
- 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.

WORK HEALTH AND SAFETY

All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

WHAT'S IN IT FOR YOU?

When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

MOUNT ISA CITY COUNCIL VALUES

We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY

SERVICE

ACCOUNTABILITY

HOW TO APPLY

What to include in your application:

To assess your suitability, please provide the following information:

- Write a maximum of 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.

Submitting your application:

- Submit online at: <https://www.mountisa.qld.gov.au/current-vacancies>; or
- Email Human Resources on hr@mountisa.qld.gov.au
- *Both word and PDF are accepted file formats.*

Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- ***Applicants must be eligible to live and work within Australia.***

Creation Date	16 September 2020
Review Date	24 February 2025
Contact	Human Resources 07 4747 3389
Closing date	29 September 2025