

Job and Person Specification

Position: Animal Control Officer
Department: Works
Reports to: Works Operations Manager
No of Direct Reports: Nil
Award / Level: Technical Inspectorial Level 1F
Incumbent:

Position Objective
The Animal Control Officer is a member of the Works & Infrastructure team and is responsible for focussing on the animal control functions within the Break O'Day Municipality, which include: • Active promotion of Council's Dog Management Policy by responding to animal control matters throughout the Break O'Day municipality including the provision of education and referral to other agencies as required. • Enforcement of the Dog Control Act 2000 throughout the municipality that includes conducting patrols, inspections, gathering and presenting evidence for potential enforcement actions and possible prosecution under the Act. • Promptly responding to customer enquiries in accordance with Council's Customer Service Charter. • Assist with the annual Fire Abatement period by monitoring and actioning compliance. The position will require adherence to our organisational values of "Working as a team with open and honest communication; we act with integrity whilst showing respect and being positive and proactive in our actions."

Key Result Area	Key Tasks	Performance Indicators
Animal Control	As the person appointed by the General Manager as Council's 'Authorised Officer' under the <i>Dog Control Act 2000</i>, this position is responsible for: • Actively promoting Council's Dog Management Policy including the provision of education, awareness and referral to other agencies as required • Overseeing the animal control function, including providing supervision and guidance to the On-Call Council Officers when required.	Effectively promote responsible dog ownership within the Municipality.

Key Result Area	Key Tasks	Performance Indicators
	- Ensuring dogs are controlled in accordance with the Dog Control Act 2000 and when in variation to the Dog Control Act 2000, enforce the relevant Council Policy, including impounding dogs at large and issuing infringement notices. - Promptly respond to concerns raised with relation to dog management, including investigating complaints in accordance with Council's Policies and the requirements detailed in the Dog Control Act 2000. - Conducting annual inspections of all kennel licence recipients. - Following up on properties that require a kennel licence. - Ensuring Corporate Services have an up-to-date list of all kennel licences and work with Corporate Services to ensure they are renewed by the due date, and licences are issued following receipt of payment. - Prepare monthly reports for management/Council meetings. - Prepare the relevant documentation/correspondence/infringement notices for non-compliance. - Maintain the appropriate records, ensuring they are added to Council's records management system - Other duties as directed by the Manager, that are within the employee's skillset, competence, and training.	Compliance with Dog Control Act 2000 and Council's Dog Management Policy.
Work Health and Safety	- Work in accordance with WHS legislative requirements at all times. - Participate in work health and safety training. - Report incidents and accidents to Work Health & Safety Coordinator. - Participate in Risk Assessment activities.	Compliance with relevant Workplace Health & Safety legislation. WHS training is completed as requested.
Legislation and Council Policies	- Be aware of and ensure a thorough understanding of all relevant Council Policies and Procedures. - Understand the requirements to ensure compliance with any occupational specific legislation.	Compliance with policies, procedures and legislative requirements.

Selection Criteria/Person Specification	
QUALIFICATIONS/EXPERIENCE	Essential • Previous dog-handling experience. • Competence in using Microsoft Office, internet, and email applications. • Ability to work cooperatively in a team environment and develop effective working relationships with a wide range of stakeholders, including customers, Council management, colleagues, contractors, and other government agencies. • Demonstrated ability to manage conflict and negotiate practical outcomes within legislative requirements while maintaining strong relationships. • Strong written, oral, and interpersonal communication skills, including investigative interviewing and the ability to prepare reports and statutory notices. Desirable • Previous experience in local government or animal control. • Certificate IV in Animal Control and Regulation (or willingness to attain the qualification within 12 months of appointment). • Proven ability to interpret and apply relevant legislation and policies.
KNOWLEDGE/SKILLS	• Commitment to promoting responsible dog ownership within the municipality. • Personal accountability for work performed, with the ability to act with discretion and make sound, fair, and reasonable judgments. • Strong listening, verbal, and written communication skills. • Proven customer service skills in dealing with internal and external stakeholders. • Effective organisational skills, including the ability to prioritise workload and meet deadlines. • Strong negotiation and conflict-resolution skills. • Ability to maintain professional networks and build positive working relationships. • Capacity to recognise priorities and achieve outcomes in a timely and cost-effective manner.
Selection Criteria/Person Specification	
PERSONAL ATTRIBUTES	• An approachable and helpful nature with the ability to communicate in a professional and pleasant manner at all levels.

	- Shows genuine care for community, understanding diverse perspectives while promoting responsible dog ownership. - Remains calm and effective under pressure, especially when managing conflict or challenging situations. - Ability to maintain a high degree of confidentiality. - Well-developed interpersonal skills.
Other Specifications	
DELEGATIONS & AUTHORITY	Delegation under Local Government Act 1993 – Dog Control Act 2000 (Tasmania).
JOB REQUIREMENTS	Maintain a current driver's licence.
EEO	Ability to clearly understand and adhere to all Council policies associated with Equal Employment Opportunity, Discrimination and Harassment.
TRAINING	

By accepting this position the employee understands their responsibility:

- To keep all information that they are exposed to confidential during and after their period of employment with Break O'Day Council. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- To not access any information within Council's systems that is not directly relevant to their work.

Employee
Signature: _____

Date: ____ / ____ / ____

Approved By
Departmental
Manager: _____

Date: ____ / ____ / ____

Approval By
General
Manager: _____

Date: ____ / ____ / ____

Date Position
Created: ____ / ____ / ____

Date Position
Reviewed: ____ / ____ / ____