

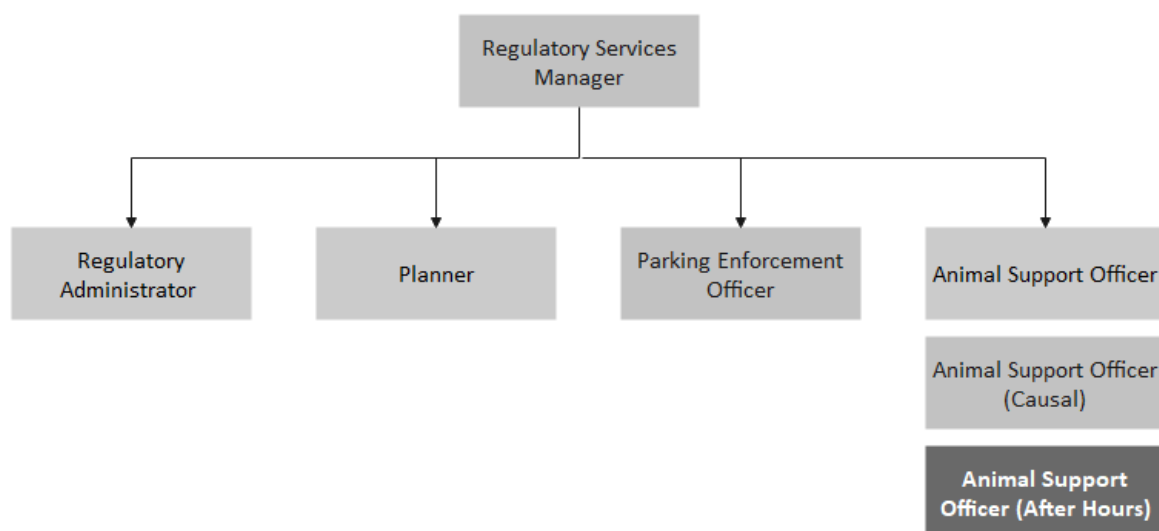
# POSITION DESCRIPTION

Job Title:	<b>Animal Support Officer (after hours)</b>
Department:	Regulatory
Responsible to:	Regulatory Services Manager
Responsible for:	No staff report under this role
Date:	April 2025
Position Holder:	Vacant
Hours:	This is a permanent role working on a rostered basis providing after-hours, weekend services and public holidays. Cover for annual or sick leave may also be required occasionally. The position shares cover during the annual Christmas closedown of the Council's administration office.

## Purpose

To provide and maintain excellent services pertaining to animal control functions during after hours, including weekends and public holidays. Carry out animal control duties in accordance with statutory and regulatory objectives as set out in the relevant legislation for the control of dogs and stock, Council bylaws and associated policies to protect public safety.

## Organisation Context



## Functional Relationships

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/Lead	Deliver to
Internal	Regulatory Services Manager	✓	✓		✓		✓
	Animal Services Officer	✓	✓		✓		✓
	Regulatory Staff	✓	✓		✓		✓
	Council Staff				✓		✓
External	Dog and stock owners	✓			✓		✓
	Members of the public	✓			✓	✓	✓
	New Zealand Police	✓	✓		✓		
	Rodding Contractor (for stock)	✓	✓		✓		

## Key Results Area

The position objectives of the Animal Services Officer encompass the following areas:

- Animal Services Duties
- Council Pound

*The requirements in the above Key Results Area are broadly elaborated below.*

What you will do to Contribute	As a result, we will see
<p><b>Animal Services Duties</b></p> <ul style="list-style-type: none"> <li>• To provide effective animal control out-of-hours.</li> <li>• To respond to all animal control complaints within a maximum of a 15-minute timeframe.</li> <li>• To seek permanent problem resolution as appropriate to any callout and fulfil the Council's legal obligations, including educating dog owners and providing appropriate advice.</li> <li>• To attend to dog attacks on people and stock as a matter of urgency (within a maximum of a 15-minute timeframe) and act appropriately to the situation and circumstances with the safety of self and the public as the first consideration.</li> </ul>	<ul style="list-style-type: none"> <li>• You are undertaking after hours on call as required and may be required to fill in when cover is needed on occasions.</li> <li>• Callouts and complaints are being responded to in a timely manner.</li> <li>• Council's enforcement policies and protocols are followed with regard to decision-making when undertaking enforcement action. Being professional when dealing with abusive and non-compliant members of the public.</li> <li>• You are actively contributing to health, safety, and wellbeing through working safely and following procedures.</li> </ul>

<ul style="list-style-type: none"> <li>• To provide prompt customer service and accurate reporting.</li> <li>• All complaints concerning animal control must be responded to and actioned promptly politely and professionally.</li> <li>• To ensure day staff can update records and stay informed about overnight or weekend incidents, the officer must provide accurate reports the next working day for any out-of-hours calls, relating to animal control issues that occurred during their on-call period.</li> </ul>	<ul style="list-style-type: none"> <li>• Incidents and hazards are being reported and knowing what to do in the event of an emergency.</li> <li>• All the data and records are stored in the designated systems.</li> </ul>
<p><b>Council Pound</b></p> <ul style="list-style-type: none"> <li>• Ensure the dog and animal pound facilities are kept clean and meet hygiene standards.</li> <li>• To maintain accurate and up-to-date impounding records.</li> <li>• To ensure impounded animals have access to sufficient food, and clean water and are regularly exercised during weekends and public holidays.</li> </ul>	<ul style="list-style-type: none"> <li>• The animal and pound are always kept clean and up to the standards.</li> <li>• Accurate reports of after-hours activities are provided to staff the next working day.</li> <li>• The vehicle and equipment are left in a clean and orderly state.</li> </ul>

## Financial Responsibility

	YES	NO
Controls a budget		✓

## Person Specification

### Experience and knowledge

Essential:	Desirable:
Strong communication and customer service skills	Practical experience with dogs, animals or stock

### Specific Skills

- Strong customer service ethic.
- Provide clear, logical, concise information through friendly, polite and professional communication.
- A clean and current driver's licence.

- Have an affinity with and be able to deal proficiently and confidently with animals and their owners.
- Be able to identify and understand customer needs and find solutions.
- Be able to understand policies, procedures, and legislation.
- Be able to implement, demonstrate and lead health and safety practices.

### **Personal Attributes**

- Be able to work with a minimum of supervision.
- Possess excellent interpersonal skills and be able to interact effectively with emotional and stressed customers.
- Have a positive, friendly personality.
- Physical stamina to handle the demands of the position.
- Convey a professional and positive image in a courteous and efficient manner.
- Be able to establish and maintain effective relationships with customers and other agencies (e.g. Police, contractors) and gain their trust and respect.
- Have good time management and organisational skills.
- Be well presented.

### **Other**

PPE clothing will be supplied to the employee which remains the property of the Gore District Council. It must be worn when attending to any call-out and kept in a clean, presentable, and tidy condition at all times.

A shared mobile phone will be provided for rostered duties. A body camera is also provided which must be worn and used where appropriate.

The animal control vehicle will be available for attending to any call-out. Under no circumstances will private use be permitted.

The employee will be required to reside within a 5km radius of Gore or Mataura.

### **Te Tiriti**

As an organization, we recognize the significance of Te Tiriti o Waitangi (the Treaty of Waitangi) in shaping Aotearoa New Zealand. We are committed to honouring its principles in our work environment.

### **Civil defence**

To take part in civil defence training programmes and exercises in order that the officer is able to assist effectively in a civil defence emergency. Training will be provided.