



SHAPING AN
AWESOME
HAMILTON

Animal Education and Control Officer

Customer and Community

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **Customer and Community group**. This group provides facilities and services that help create a safe, vibrant and inclusive city – community facilities, parks and recreation, customer services, City Safe, and resilience and regulatory services. Read on to find out more about the role.



What you will do

In this role, you will undertake a range of Animal Education and Control tasks including investigations of all public complaints relating to animal control, take enforcement action such as written warnings and issue infringement notices when required. Animal Education and Control’s key role is to enforce the Dog Control Act 1996 and Council Bylaws to ensure Hamilton is a safe City.

This position contributes to improve the wellbeing of Hamiltonians by providing specialist skills in handling aggressive and dangerous dogs, promote public safety by educating the cities dog owners and impounding of stock.

Reports to	Team Leader – Animal Education and Control
Responsible for (total number of staff)	0
Delegation	\$0
Budget	\$0

Key responsibilities

Some of the **key responsibilities** for this role include:

- Investigate public complaints relating to dog control including roaming, barking, welfare complaints, rushing and attacks. Undertake appropriate enforcement options including written warnings, issuing infringements, and recommending files for prosecution.
- Respond to all complaints within the required time frames.
- Assist other agencies such as Police, Community Groups, SPCA and Welfare Agencies when required.
- Participate in special projects such as but not limited to registration amnesties.
- Where a prosecution is required all files all to be completed in accordance with District

Court practices and to the standard required by relevant legislation.

- Undertake investigations and follow up on reported roaming dogs within Hamilton City; where required return home or impound dogs when found in accordance with standard operating procedures.
- Ensure where applicable checks are completed, and data updated in regard to the National Dog Database.
- Complaints of roaming stock are to be and the stock impounded in relevant legislation.
- Undertake investigations into all animal complaints in accordance with Standard Operating procedure and relevant legislation. Ensure appropriate enforcement options are applied.

How you will do this

Our team culture is critical to our success. It’s vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the ‘best version of you’ and your mindset and behaviours have a positive impact on others.

You bring to the role

- A positive, can do, solutions focused attitude and a genuine commitment to educating dog owners and keeping residents and visitor to Hamilton free from animal related nuisance.
- Experience working with dogs and other animals.
- Ability to read and interpret legislation.
- Full current drivers’ license and ability to drive a manual vehicle.

- Experience resolving disputes and/or managing difficult customers.
- Ability to lift weights of 20kg from floor to bench height.
- Ability to read, understand and interpret legislation.
- Highly developed interpersonal and communication skills with the ability to work effectively with a diverse range of stakeholders (internal and external).
- Computer, keyboard, and data entry skills.
- Good attention to detail.
- Ability to accurately record detailed information gained through research and/or investigation.
- Current firearms license (not essential, as this can be supported by Council).
- All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing initiatives and programmes as required.

Note: This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.