

SHAPING AN
AWESOME
HAMILTON

KENNEL ATTENDANT

CUSTOMER AND COMMUNITY

WHY WE ARE HERE

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

The following values - kia urutau/adaptability, kia ngaawari/simplicity, kotahitanga/inclusiveness, kaitiakitanga/guardianship, and kia manawanui/ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

WHY THIS ROLE EXISTS

This position sits within the Customer and Community Group. The purpose of this group is to provide services to customers and citizens.



WHAT YOU WILL DO

Reporting to the Kennels Team Leader, you will undertake a range of tasks around the kennel areas within the Animal Education and Control Centre. The 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 a high standard of customer service and care for animals within the facility under the provisions of the Dog Control Act 1996 and Council Bylaws.

Reports to	Team Leader - Kennels
Responsible for (total number of staff)	
Delegation	
Budget	

KEY OUTCOMES

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

- Providing appropriate care and diets for all animals that come into Council care e.g. dogs, cats, goats, chickens, sheep, pigs, rabbits etc.
- Undertake the feeding and exercising of impounded animals daily. Dogs and puppies are to be adequately fed and exercised at least twice daily, In line with the Animal Welfare Act 1999.
- Continuous monitoring of impounded animals to ensure good health and assessing behaviour whilst in Councils’ care. Injuries and sickness are reported, and treatment administered.
- Animal Care and Education facilities are cleaned and maintained to high standard to control diseases, odours, and faeces.
- Monitoring of equipment and consumable stock for ordering where necessary.
- Prepare and assist the veterinarian with euthanasia of dogs. Dogs are euthanized and disposed of humanely in accordance with standard operating procedures.
- Always maintain the highest level of customer service, including empathetic awareness of multicultural backgrounds and potentially aggressive customers.

- Completing adoption and unwanted animal processes
- Managing and balancing cash and EFTPPOS transactions
- Online management of Council’s information on the National Dog and Companion Animals Databases and active communications through multiple channels.

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

- You will have can do solutions focused attitude and a genuine commitment to the care and welfare of the animals at our centre and for the wider Hamilton community.
- At least 2 years’ experience working with dogs and other animals.
- Excellent ability to respond to customers with an empathetic approach and provide service with confidence and integrity.
- Exhibit an ability to work with others in a team and assist and encourage others to achieve desired goals.
- Animal Care Certificate or equivalent experience.
- A Vet Nurse Certificate or Diploma (preferred, but not essential).
- Ability to lift weights of 20kg from floor to bench height.
- 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.
- Sound ability to develop and foster co-operation and working relationship to enable satisfactory completion of key tasks.

Kennel Attendant / Customer and Community

- Strong listening and communication skills, with the ability to stay calm and resolve disputes between parties.

HEALTH AND SAFETY

- 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.

CIVIL DEFENCE

- Completes Civil Defence training and participates in events as required.