

POSITION TITLE: Animal Attendant **POSITION NO:** 2754

EMPLOYMENT TYPE: Casual

CLASSIFICATION: Level 3 to 4 (dependent on qualifications and experience)

CERTIFIED AGREEMENT: Officers **AWARD:** QLGA

DEPARTMENT: Finance and Liveability

BRANCH: Planning and Development

SECTION: Animal Management Centre

REPORTS TO: Coordinator Regulatory Services

ORGANISATIONAL VALUES: ☐ Honesty ☐ Respect ☐ Accountability ☐ Integrity ☐ Unity

1. PRIMARY ROLE

To assist in the operation of the South Burnett Animal Management Centre maintaining the welfare of animals in Council's care, providing essential in-house care and assisting with rehabilitation and rehoming.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Monitor and provide daily care for animals, including feeding, cleaning kennels/cages, exercising whilst monitoring health and infection control.
2. Liaise and provide exceptional customer service to community members and external stakeholders whilst handling incoming calls and enquiries.
3. Conduct behavioural assessments on animals within the facility for rehoming.
4. Carry out impounding and releasing of animals in compliance with Council procedures and legislative requirements, completing the necessary paperwork.
5. Updating Council's website to ensure it remains current, as well as inputting data for animal registrations/ microchipping and dealing with agencies regarding adoptions.
6. Provide assistance to customers regarding impounding animals and the surrounding fees and charges.
7. Ensure accurate record keeping of animals in the Animal Management Centre whilst ensuring compliance with relevant legislation and guidelines affecting companion animals.
8. Provide guidance and assistance to volunteers as advised by the Senior Animal Attendant & Coordinator Regulatory Services.
9. Monitor Council's equipment for example the hiring of animal traps.
10. Complete additional activities and reasonable directions given by management.

3. ADDITIONAL FACTORS

- Level of fitness required to undertake a broad range of physical tasks
- Working outdoors in hot conditions
- Participation in after hours and weekend work is a requirement of this position

4. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence
- Certificate III or higher in animal care or related fields, with relevant experience
- Certificate IV animal regulation and management (desirable)

5. KEY SELECTION CRITERIA

1. Demonstrated experience and knowledge of animal husbandry and animal handling skills.
2. Knowledge of Animal Welfare Legislation and Best Practice skills.
3. Sound organisational and administrative skills, including record keeping.
4. Proven ability to work effectively as part of a team.
5. Ability to provide effective communication to members of the public often experiencing stress with an animal matter.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
General Manager Finance and Liveability: Kerri Anderson	Signature: 