

Position Details		
Position Title: Animal Attendant	Classification: Band 1 Level 2 Grade 4-5	Position Number: BHCC-CCE-11
Group/Area: Corporate & Customer Experience	Reports to: Manager Corporate & Customer Experience	Hours per week: 38
Our Organisation: <p>Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p>Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p>Our Values: Accountability, Pride, Perseverance, Courage & Honesty, Teamwork</p>		
Position Objective: <p>The Animal Attendant provides the day-to-day operation of the Animal Shelter including administration, care, management and release of impounded animals.</p> <p>The position-holder will be expected to conduct all Animal Shelter operations in accordance with relevant legislation and codes of practice in conjunction with Council's policies and procedures.</p> <p>This role is responsible for contributing toward a strong positive culture within the Ranger Services & Customer Experience team.</p>		
Special Requirements: <ul style="list-style-type: none"> • Some out of hours work when required on an equal time-in-lieu basis. • Ability to work independently if required. 		
Key Stakeholders: <ul style="list-style-type: none"> • General Manager • Manager Corporate & Customer Experience • Corporate & Community Safety team • Other Council departments • Internal and External stakeholders • Ratepayers and other service users 		

Duties and Responsibilities

You will use your professional skills and experience to fulfil the following key responsibilities:

- Assist in the provision of a professional Shelter facility through daily cleaning of office and animal facilities, exercising, feeding, watering and inspection of all animals.
- Provide animal management including animal care, animal transport, microchipping, rehoming etc.
- Assist with the impoundment of seized, stray and wandering animals.
- Provide guidance, advice and assistance to residents, ratepayers and visitors in relation to animal matters.
- Monitor of food and chemical supplies and advise, manager/ranger of any requirements.
- Maintain accurate records, registers and databases.
- Follow procedures and legislative requirements.
- Conduct prompt appropriate responses in relation to customer services.
- Assist in responding to customer complaints in a timely, courteous and professional manner.
- Report on all equipment, signage and other infrastructure that requires attention or does not comply with safety standards and legislation.
- Support the delivery of identified programs to the community (e.g. desexing, chipping).
- Undertake other duties within employee's skills, competency and training as required.

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having an ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted, and consideration is given to customer viewpoint and sensitivities surrounding decisions and interactions.
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to cooperation among employees from different functions and departments.
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Being recognised for having a professional attitude towards customers.
- Having an ability to manage difficult situations and conflicts – calmly and professionally.

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making.
- Support business excellence and continuous improvement practices.

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation.
- Maintaining a 'value for money' attitude, through efficient and effective use of resources.
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

You will assist Council to meet Records Information management:

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

You will adopt a teamwork approach by:

- Performing an active role within the team to achieve the objectives of that function.
- Engage in regular communication and co-operation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework.
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

Selection Criteria**Essential**

- Current Drivers Licence
- Experience in small and large animal handling.
- Sound knowledge of identifying animal health and behavioural issues.
- Have experience relating to the care, cleaning, feeding and hygiene of domestic animals.
- Demonstrated ability to work effectively in a team environment
- Good level of written and verbal communication skills
- Possess good communication, customer service and general administration skills.
- Demonstrated commitment to a customer service culture and delivery of quality service

Desirable

- Qualifications in Animal Studies (or equivalent)
- Industry related experience in a field of employment working with domestic animals.
- Knowledge of relevant Codes of Practice and legislation relating to Domestic Animals and Livestock.
- Current First Aid Certificate or ability to obtain
- Understanding of the Companion Animal Act

Acceptance of Position Description**Approved:** General Manager**Signature:****Date:** 24/05/2023

I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

Accepted: Employee Name**Signature:****Date:**