



Position Description

POSITION	Administration Assistant
SECTION	Animal Holding Facility (AHF)
DEPARTMENT	City Living
ESTABLISHMENT NO.	N/A
POSITION TYPE	Casual
REPORTS TO	Team Leader Administration and Rehoming
DIRECT REPORTS	No
POSITION GRADE	Band 1 Level 3 Salary System Grade 4
APPROVAL LIMIT	\$0
RELEASE LIMIT	\$0
DATE	November 2019

POSITION PURPOSE:

- Undertake administrative duties in order to meet the Animal Holding Facility's (AHF) customer service needs
- Act in accordance with the *New South Wales Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

QUALIFICATIONS AND EXPERIENCE:

Essential:

- A demonstrated high level of experience in handling and working with animals, particularly dogs
- Computer literate in basic office applications and the ability to quickly learn corporate applications
- A demonstrated high level of verbal and written communication skills
- Current class C driver's licence.

Desirable:

- Formal qualifications or a demonstrated high level of experience in an animal related field.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities. The incumbent's authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- A clean and healthy presentation of the facility office
- Ensure animals received and housed at the AHF are treated humanely
- The needs of pet owners, their animals and the general community are met
- Provide effective services to customers in accordance with procedures and standards
- Balance daily takings in accordance with procedures and standards
- Ensure debtor Council's are invoiced accordingly for animals held on their behalf
- Ensure stationary supplies are maintained and ordered appropriately
- Adhere to relevant legislative requirements, policies and current standards
- Undertake scheduled workplace learning programmes.

Work Health and Safety (WHS):

- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law (HVNL)* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Supervisor immediately
- WHS001 - Matrix is attached.

Corporate:

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

- Facilitate receiving and releasing animals at the facility
- Create and maintain records for cats and dogs on the Companion Animals Register in accordance with relevant guidelines
- Ensure companion animals, which pass through the facility, comply with current legal requirements, including microchipping and assisting in the microchipping of cats and dogs
- Customers are educated of their responsibilities in owning companion animals relevant to current legislation
- Contact customers when a request cannot be actioned
- Recommend techniques for the remedial training of nuisance animals
- Provide ready access for the community to pet care information and advice
- Reunite animals with their owners as quickly as possible
- Direct and allocate tasks to staff under the incumbent's control to meet the administrative needs of the facilities office
- Ensure that the customer service counter is effectively staffed at all times
- Request resources through the Team Leader, which may be required to complete administrative functions in order to meet business needs
- Ensure telephone calls are answered promptly in accordance with procedures and standards
- Ensure counter enquiries are received promptly in accordance with procedures and standards
- Operate a two-way radio
- Ensure all equipment in the AHF is secured to protect from vandalism
- Financial transactions are administered accurately and in accordance with procedures and standards
- Provide customers with accurate advice based upon governing legislation, guidelines and policies

- Enhance Council's image as a customer service provider
- Ensure that animals held are treated humanely in accordance with accepted standards
- Ensure accurate records are maintained for animals held
- Daily takings are balanced to receipts in accordance with procedures and standards
- Adhere to Council's security precautions for the handling of monies
- Arrange for the creation of invoices to debtor Council's for the holding of animals
- Operate a PC satisfactorily at a required skill level
- Ensure holding records are up-to-date and accurate
- Provide information on holding records, statistics and other information as requested
- Accept responsibility for and manage own work
- Other duties as directed by Management team.

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.

Employee Name (PRINT):

Employee Sighted and Agreed:

Date:

Supervisor Name (PRINT):

Authorised by Supervisor:

Date:
