

POSITION DESCRIPTION

Position Title:	Dog Registration Auditor	Directorate:	Community & Corporate Services
Position Number:	100252	Department:	Contact & Guidance
Employment Status:	Full-Time	Section:	Public Compliance
Employment Type:	Fixed-Term	Location:	Chambers
Classification:	Salary Point 5		
Reports to:	Senior Animal Management Officer		

PRIMARY PURPOSE:

The primary function of this role is to be responsible for auditing properties within the City and to promote the registration of dogs.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Dog Registration Auditor** reports to the **Senior Management Officer** for all operational and management matters.
- The role is a key contributor to the Public Compliance Department and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors and contractors to the City of Glenorchy.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates
 Everyone is heard and is valued
 We care for the well-being and safety of each other
 We check in on each other without being prompted
 Listening and being listened to matters

We are trusted

I've got your back and you've got mine
 We do what we say we will
 We are empowered
 Have honest and open conversations
 We are trusting and trustworthy
 We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together
 Solving important problems together
 We reach out to others and across teams for help
 We collaborate more and handball less
 Share our skills and knowledge

We deliver

We serve and stand up for our community
 We knuckle down and focus on what matters
 We are courageous and determined to find a way
 We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE:

We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Auditing of Dog Registrations	<ul style="list-style-type: none">• Act as an Auditing Officer in the residential sector for the purpose of auditing the City for unregistered and un-microchipped dogs, as per Dog Control Act 2000 requirements.
Personal Motivation and Teamwork	<ul style="list-style-type: none">• Demonstrated ability to meet targets while working autonomously in a dynamic and active physical work environment, including regular walking over varying distances as part of daily tasks• Proven ability to contribute to overall team performance, effectively communicate, report back, and collaboratively problem-solve with team members
Communication Skills	<ul style="list-style-type: none">• To communicate professionally, and to adapt approach to a diverse range of people and personality types• A strong ability to problem solve and negotiate with challenging customers, including resolving and de-escalating conflict
Compliance & Privileged Information	<ul style="list-style-type: none">• Responsible and accountable for adhering to all relevant employment, WH&S, and Equal Employment Opportunity legislation, as well as the principles of diversity and Council's policies and procedures• Ensure compliance with Council's Enterprise Agreement, the delegated authority of the role, and other relevant employment legislation• Administer the provisions of the Dog Control Act 2000 and Council's Dog Management Policy• Administer the provisions of other Council policy documents as required• Provide evidence in a court of law, if necessary
Customer Service	<ul style="list-style-type: none">• Promote the positive image of Council as a whole• Ensure that a high standard of customer service is maintained to both internal and external customers• Engage, listen to, and act where appropriate on feedback from our customers
General	<ul style="list-style-type: none">• Assist in the achievement of agreed outcomes consistent with department business plans and budgets• Perform any other duties as directed
Organisational Responsibilities	<ul style="list-style-type: none">• Support and adhere to Council's policies and procedures, code of conduct and relevant acts• Required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:


- Nil

KEY SELECTION CRITERIA:

1. Demonstrated ability to meet targets while working independently in a physical environment, including regular walking over varying distances as part of daily tasks.
2. Proven ability to communicate professionally, build rapport with a diverse range of customers, and effectively de-escalate conflicts.
3. Demonstrated adaptability and collaboration within a team environment.
4. Ability to use mobile devices, PCs, and general office equipment as required.
5. Possession of a current driver's license with a good driving record.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:	Robbie Shafe		
Manager Signature:		Date:	24/07/2024
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	