

Position Description

Dog Registration Auditor

Position Title:	Dog Registration Auditor	Directorate:	Environmental Services
Position Number:	100252	Department:	City Compliance
Employment Status:	Full-Time	Position Type:	Indoor Employee
Employment Type:	Fixed Term 6 months	Location:	374 Main Road, Glenorchy
Classification Structure:	Grade 1		
Reports to:	Senior Animal Management Officer		

PRIMARY PURPOSE:

The Dog Registration Auditor serves as a frontline representative of Council, responsible for proactively auditing properties to identify unregistered and un-microchipped dogs and promoting compliance with the Dog Control Act 2000. Through education, community engagement, and regulatory compliance activities, the role encourages responsible dog ownership, improves registration outcomes, and supports the effective delivery of Council's Animal Management services.

The role achieves this by:

- Conducting proactive property audits to identify unregistered and un-microchipped dogs
- Engaging confidently and professionally with residents to promote responsible dog ownership and encourage compliance with the Dog Control Act 2000
- Communicating assertively and respectfully with a diverse range of people, resolving enquiries and managing challenging interactions where required
- Maintaining accurate records and documentation to support compliance activities and regulatory outcomes
- Contributing to the efficient delivery of Council's Animal Management services.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The Dog Registration Auditor reports to the Senior Animal Management Officer for all operational and management matters.
- The role is a key contributor to the Public Compliance Unit and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, industry suppliers, service providers, visitors and contractors.

Accountabilities And Responsibilities

Operational / job specific	▪ Conduct residential property audits to identify unregistered and un-microchipped dogs in accordance with the Dog Control Act 2000. ▪ Work autonomously in a dynamic and physically active environment, consistently achieving performance targets while undertaking regular walking over varying distances.
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	▪ Use handheld technology and equipment to accurately collect, verify and record dog registration information, including photographing dogs, scanning for microchips, and maintaining accurate field records. ▪ Communicate confidently, professionally and respectfully with a diverse range of people, adapting communication styles to build rapport, provide advice and achieve positive customer outcomes. ▪ Use sound judgement, problem-solving, negotiation and conflict resolution skills to manage challenging customers, de-escalate conflict and encourage voluntary compliance. ▪ Administer and apply the provisions of the Dog Control Act 2000 and Council's Dog Management Policy in a fair, consistent and professional manner. ▪ Collect, verify and accurately record animal registration and owner information. ▪ Comply with all relevant legislation, Council policies and Work Health and Safety requirements, while promoting diversity, equity and inclusion in the workplace.
Teamwork and Collaboration	▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	▪ Represent the Council in a professional and positive manner ▪ Ensure that a high standard of customer service is maintained to both internal and external customers. ▪ Identify and contribute to opportunities for continuous improvement in service delivery.
Organisational Responsibilities	▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. ▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. ▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. ▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.

Governance, Risk and Compliance	▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. ▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. ▪ Proactively identify areas of non-compliance and support the implementation of corrective actions. ▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.
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Key Selection Criteria	
Essential Qualifications	▪ Experience working in a customer-facing role where demonstrated interpersonal, communication and negotiation skills were required
Desirable	▪ Certificate, or equivalent knowledge, in Dog Behaviour
Licences	▪ A current Class A Driver's Licence
Skills and Experience	▪ Demonstrated initiative, sound judgement and a strong work ethic, with the ability to work independently, remain self-motivated, consistently achieve performance targets, and effectively manage workloads in a physically active environment. ▪ Excellent communication and interpersonal skills, with the ability to build rapport, communicate confidently and professionally, adapt communication styles, and positively engage with a diverse range of people. ▪ Demonstrated problem-solving, negotiation and conflict resolution skills, including the ability to confidently manage challenging customers while encouraging voluntary compliance. ▪ Well-developed organisational, digital and administrative skills, with the ability to accurately collect and record information, use mobile technology and Council information systems, and maintain accurate documentation and records. ▪ Knowledge of the Dog Control Act 2000, Council's Dog Management Policy, and safe dog handling and interaction practices.

Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

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

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

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

ACKNOWLEDGEMENT:

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

Employee Name:			
Employee Signature:		Date:	