



Position Description – Dog Registration Survey Administration Officer

Division	Engaged Community
Portfolio	Community Health and Safety
Level	2
Reports To	Project Officer Community Health and Safety
Prescribed Position	Yes

Position Objective

To provide administrative support for the Dog Registration Survey program.

To provide administrative support to the Team Leader Community Safety and the Project Officer, Community Health and Safety to deliver projects within agreed timeframes.

To provide excellence in customer service and adopting a friendly, courteous and professional approach when interacting with the public to assist in building a positive relationship between Council and our customers and increasing dog owners awareness of their legal responsibilities under the Dog and Cat Management Act.

Key Responsibilities

- Provide excellent customer service by providing accurate and timely information to internal and external customers.
- Undertake accurate data entry of all expiations and dog registrations in accordance with established procedures.
- Accurately record all requests for service in the Customer Request Management (CRM) system and electronic records system.
- Treat all customers, both internal and external, with courtesy, empathy, understanding and consistency.
- Collate various statistics within agreed timeframes.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.

- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Take relevant actions in accordance with Legislative requirements under the Children's Protection Act 1993 Section 8A and Council's Children and Vulnerable Persons Policy.
- A current unprohibited Employment Screening Check must be maintained for the duration of the employment period in this prescribed position.

Selection Criteria

Skills

- Ability to work well in a team environment whilst positively and constructively contributing to team culture.
- Excellent time management skills.
- Sound numeracy and literacy skills.
- Ability to handle and resolve conflict.
- Excellent communication skills, including the ability to effectively communicate with customers via all customer channels (including but not limited to the telephone, emails, face to face etc.)
- Efficient and highly organised office work practices.
- Exercise confidentiality and discretion where appropriate.
- Intermediate computing skills including knowledge of the Windows Explorer, Internet Explorer and the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, land and property management, finance, customer requests, asset management systems and intranet.
- Demonstrated understanding and enthusiasm for the direction of the City and the Organisation.
- Demonstrated behaviour consistent with the organisational values.

Knowledge

- An understanding of the legislation and processes applicable to dog registration compliance.
- Sound knowledge of desktop applications including Microsoft Word and Excel.

Experience

- Knowledge of Technology One's Property and Rating system and Content Manager is desirable.
- Working knowledge of various Acts and Regulations, including the Dog and Cat Management Act is desirable.
- Experience utilising the South Australian Dogs and Cats Online (DACO) system is desirable.
- Sound knowledge of Council's Corporate Standards is desirable.

Qualifications

Successful completion of a Business/Administration Certificate.

Desirable

National Police Clearance for Regulatory Requirement.

Essential