

# POSITION DESCRIPTION



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**POSITION TITLE:** Animal Attendant  
**CLASSIFICATION:** Band 3  
**UNIT / DIVISION:** Public Environment / Regulatory and Community Services

**HUMAN RESOURCE MANAGER:** .....  
*Signature & Date*

**GENERAL MANAGER:** .....  
*Signature & Date*

**INCUMBENT:** .....  
*Signature & Date*  
.....  
*Print Name*

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## **POSITION OBJECTIVES**

The Animal Attendant is responsible for carrying out the daily care of animals held within the facility. Key objectives of the role are:

- To ensure essential care is provided for animals held within the facility;
- To provide an effective animal pound and shelter, with an emphasis on reuniting and rehoming companion animals;
- To ensure that Veterinarian care instructions for animals are effectively carried through; and
- To contribute to an effective and supportive team / customer service culture at the facility.

## **KEY RESPONSIBILITIES**

- Provide best practice essential care to animals at the Pound and Animal Shelter, including (but not limited to) the tasks of:
  - Daily feeding, watering, grooming and inspection of animals
  - Daily cleaning of animal housing areas
  - Administering of medication and treatment prescribed by the Veterinarian
  - Restraint of animals during assessment, treatment and/or euthanasia
  - Transportation of domestic animals
  - Disinfect animal housing areas and equipment
  - Provision of daily environmental enrichment and exercise
- Provide timely and accurate information to the Operations Manager and Veterinarian on observed animal behaviour and condition, including suspicion of injury or disease.
- Keep premises clean and tidy at all times
- Report to the Operations Manager on issues regarding compliance with facility and Council policies and procedures.
- Provide assistance to members of the general public and uphold Council's Customer Service Charter.
- Accurately input data and information on animals into the record keeping system.

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- Undertake set tasks including basic purchasing and money handling tasks within agreed budgetary, time and quality constraints.
- Participate in animal adoption and microchipping events
- Contribute to the development of promotion ideas that build the public profile of the facility.
- Work alongside new staff to assist with training, under the supervision of the Operations Manager.
- Work alongside volunteers, work experience students and community foster care networks.
- Work in a safe manner, following Council's Occupational Health and Safety framework.
- Comply with Domestic Animal Act 1994, Code of Practice for the Management of Dogs and Cats in Shelters and pounds, Health Management Plan, Domestic Animal Management Plan and Standard Operating Procedures.
- Carry out duties as reasonably requested by the Animal Shelter Operations Manager.

## **ORGANISATIONAL RELATIONSHIPS**

Reports to: Animal Shelter Operations Manager

Supervises/Manages/Coordinates: Nil

Internal Liaisons: Public Environments Manager  
General Manager Regulatory and Community Services  
All staff

External Liaisons: Foster care groups  
Contractors  
Suppliers  
Animal rescue groups  
Volunteers  
Members of the public

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Must not commit to any expenditure without consultation with supervisor
- Provide information and support to senior employees and clients
- Perform work within specific guidelines, policies, procedures and under general supervision
- Seek assistance for decisions on any matter which could have an effect on Council policies and procedures

## **JUDGEMENT AND DECISION MAKING**

- Work within Council's administration systems, policies and procedures
- Act under the guidance of the supervisor
- Guidance and advice is always available

## **SPECIALIST KNOWLEDGE AND SKILLS**

- Knowledge of the legal and legislative requirements of the role within the team and the wider organisation
- Ability to operate computer systems including Microsoft Office suite

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### **MANAGEMENT SKILLS**

- Basic skills in managing time, planning and organising own work to efficiently achieve specific objectives within a set timetable
- Provision of guidance, advice and training on routine technical, procedural or administrative matters

### **INTERPERSONAL SKILLS**

- Strong written and oral communication skills
- Work positively within a team environment

### **QUALIFICATIONS AND EXPERIENCE**

#### Mandatory

- Excellent customer service and communication skills
- Experience and confidence in handling, transporting and caring for domestic animals, including dangerous, feral and restricted breeds
- Cash handling experience
- Valid driver's licence

#### Desirable

- Certificate III in Animal Studies
- Experience working with local government animal services
- Knowledge of the Domestic Animal Act 1994 and Code of Practice for the Management of Dogs and Cats in Shelters and Pounds
- Microchip implanter qualification

### **Key Selection Criteria**

1. Relevant qualifications and experience
2. Demonstrated ability to effectively and appropriately communicate with internal and external stakeholders.
3. Relevant experience working within a small team and contributing to a positive work environment.
4. Demonstrated understanding of basic Occupational Health and Safety issues relevant to an animal facility.
5. Awareness of the general role of local government with respect to animal services.

**Other Prerequisites** – Applicants must have a valid Australian visa with work rights and hold an Australian Driver's Licence.