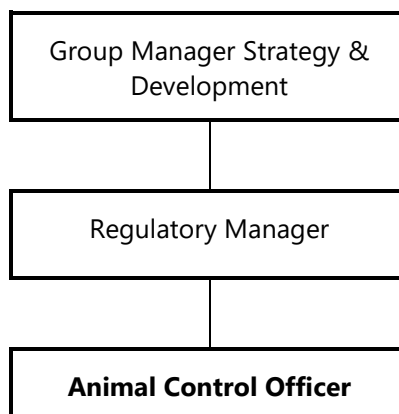


POSITION DESCRIPTION



Job Title:	Animal Control Officer
Responsible To:	Regulatory Manager
Responsible For:	Nil Staff
Position Purpose:	This job exists to: <i>"Achieve compliance with the Dog Control Act 1996, Compliance with the Impounding Act 1955, and all of Council's Bylaws."</i>
Date:	September 2026

ORGANISATION CONTEXT



IMPORTANT FUNCTIONAL RELATIONSHIPS

External

Residents and ratepayers
Council customers
Telephone customers
Various government agencies
SPCA
Ōpōtiki Veterinary Services

Internal

All staff
Elected Members

KEY RESULT AREAS

The position of **Animal Control Officer** encompasses the following functions or Key Result Areas:

Jobholder is accountable for	Jobholder is successful when
Dog Control Act • Undertaking patrols to detect any contravention of the Dog Control Act, and to impound and/or infringe any dog identified acting in a manner not compliant with any Act or Bylaw. • Council's database is maintained in an accurate and timely manner so that Customer Service Team and other staff are accessing the correct information • Euthanasiation of unclaimed dogs/or dogs otherwise authorised by law to be destroyed • Door to door or phone Surveys to be undertaken periodically throughout the year • Ensuring that all known dogs are micro chipped as per Council Policy • Undertaking annual inspection of all dogs classified as dangerous or menacing.	• Incidents of roaming dogs are at a minimum • All known dogs are registered or appropriate enforcement action is taken • General patrols are scheduled in such a manner that all areas of the district are patrolled within an agreed cycle (noting that rubbish collection is on a Tuesday in the CBD). • Accurate information on known dogs and issued infringement notices is provided to the Customer Service Team and other staff where relevant • All dogs are euthanised in a humane manner and in accordance with the Dog Control Act • Door to door surveys or phone surveys are conducted to ensure that all properties with dogs within the district are contacted on an annual basis • Properties are inspected and infringement notices issued for any unregistered dogs located on that property • All known dogs are micro chipped • All dog owners with dogs classified as dangerous or menacing meet the requirements of the classification. • Officer may help with rehoming agencies to rehome suitable dogs
Complaints and enforcement • Prompt response to investigation and resolution of complaints, relating to animals and relevant Council bylaws • Investigation of all incidents of aggression or menacing dogs are completed in a thorough and timely manner, all reports to include recommendations for enforcement action • Removal of dog and/or stock that are at large and/or are threatening public safety • Issuing infringement notices where applicable.	• Complaints are dealt with in a prompt manner, compliant with the appropriate legislation, Council bylaws and policies • Incidents investigated include complete witness reports, photographic evidence and Officer report with recommendation compliant with the Dog Control Act • Officer is fully conversant with all sections and amendments to the Dog Control Act 1996, the Opotiki District Council Animal and Dog Control Bylaws, the Impounding Act and the Animal Control Procedure Manual • Infringement notices issued are in accordance with the Animal Control Procedure Manual

Impounding Act and council's pound • Incidents of stock on Council roads are responded to immediately • Accurate data on any dog in the pound is uploaded into Councils impound database. Relevant details passed onto Customer Services Officers • Pound Duties – roster on at weekends on a three weekly roster, including public holidays.	• Incidents are responded to immediately and with urgency. Roaming horses are reported to the Horse responsibility Group for follow up. • Officer is to ensure that Health and Safety measures are in place and that appropriate backup is requested as soon as possible. • Information is accurate and meets required timelines • Pound is maintained to required standards and dogs are well cared for • Dogs have been released from the pound after the appropriate fees have been paid directly to the Council by the dog owner.
General Bylaws (Enforcement) • Providing support to the Compliance Officer for the enforcement of noise control complaints • Supporting the Compliance Officer with the enforcement of Council bylaws and other general regulatory policies.	• Noise complaints are responded to and enforcement action taken in accordance with legislation during working hours • Complaints regarding general bylaws are responded to in a timely manner, if Compliance Officer is not available.
After hours incidents • Monitoring of the afterhours contractor to ensure that they are responding in accordance with Council's policies.	• Daily record sheets are checked for compliance with Council's policies. • Follow up with after-hours incidents on next business day
Relationships/communication • Ensuring the relationship between the Council and its key external stakeholders is positive and constructive • Representing Council at appropriate events, meetings and conferences • Building effective relationships with the other staff across Council.	• Customers are satisfied and feedback is complimentary • Relationships with key decision-makers and opinion leaders in the community is positive and constructive • Communications material is well managed, accessible and filed appropriately.
Personal Development • Develop and maintain professional knowledge and contacts.	• Identify and undertake sufficient training to maintain knowledge to undertake allocated tasks • Attend training opportunities relevant to position and the Council.
Health and Safety • Take all reasonable care to ensure the health and safety of yourself and others • Comply with Ōpōtiki District Councils Health and Safety policy and procedures and any other reasonable instructions.	• Events, near misses and injuries are reported in accordance with organisations requirements • Engage in and promote health and safety in the work areas.

Civil Defence Undertake necessary training to ensure preparedness for Emergency Management.	Support is provided during an emergency.
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Other duties expected of position holder:

Undertake any other duties and functions as may be requested of you by your Manager.

Note:

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

PERSON SPECIFICATION

- Previous experience in a compliance role would be an advantage
- Previous experience in handling animals is desirable
- Understanding and commitment to customer service
- Must have a high level of physical fitness
- Strong interpersonal skills
- An ability to work as a team member, or alone with minimum supervision
- Strong organisational and time management skills

Key Job Competencies

- Proven ability to prepare accurate written reports
- An ability to interpret and understand relevant statutes and bylaws.
- A clean, current driver's licence is essential
- Competency in Microsoft word processing and spreadsheets products

Manager

Date

Position Holder

Date