

Role Statement

POSITION TITLE:	CASUAL - DOG & CAT REGISTRATION OFFICER
OVERVIEW:	The Dog & Cat Registration Officer is responsible for following up unrenewed dog and cat registrations across the District. The position supports Council's Public Safety Department by assisting to identify and follow up unregistered animals and ensuring registration records remain current and accurate.
ROLE RESPONSIBILITIES:	The role involves contacting pet owners to encourage compliance with registration requirements, updating records, undertaking data entry, issuing correspondence and maintaining accurate registration information.
KEY RESPONSIBILITIES:	➤ Follow up owners of dogs and cats with unrenewed registrations via telephone, email and written correspondence. ➤ Contact owners of identified unregistered dogs and cats and provide information regarding registration requirements and compliance obligations. ➤ Update and maintain accurate animal registration records within Dogs and Cats Online (DACO) database and Council record management systems. ➤ Review registration data and identify discrepancies, duplicate records, ownership changes and animals requiring follow-up action. ➤ Process registration renewals, ownership transfers, deceased animal notifications and other registration amendments as required. ➤ Maintain accurate records of customer interactions, actions undertaken and outcomes achieved. ➤ Liaise with Council's Public Safety team regarding compliance matters requiring further investigation or enforcement action. ➤ Undertake administrative tasks including data entry, document preparation, filing and reporting as required.
REQUIRED EXPERIENCE, KNOWLEDGE & QUALIFICATIONS	➤ Demonstrated verbal and written communication and relationship building skills to gain cooperation with internal and external stakeholders. ➤ High level literacy and numeracy skills. ➤ Demonstrated ability to exercise discretion, tact and maintain confidentiality.

	➤ Demonstrated ability to provide a personal administrative service, determine priorities, meet deadlines and produce a high standard work under pressure. ➤ High level of proficiency in the use of word processing, publishing, presentation, spreadsheet and database applications with a high degree of accuracy and formatting. ➤ Proven customer service skills with the ability to deal with sensitive matters and to apply effective conflict resolution skills. ➤ Demonstrated experience in the use of electronic records management system. ➤ Proven experience in providing efficient customer service. ➤ Demonstrated experience providing a range of administrative, support services with minimal supervision.	
SPECIAL CONDITIONS	➤ Satisfactory clearance of Police Check	
AGREEMENT:		
MANAGER NAME:	SIGNATURE:	DATE:
This role statement reflecting the responsibilities, duties and skill requirements for the position, has been discussed with the incumbent.		
EMPLOYEE NAME:	SIGNATURE:	DATE: