

## **CASUAL COMPLIANCE OFFICER**

Burdekin Shire Council is seeking applications for a Casual Compliance Officer to join our Compliance Team.

Reporting to the Coordinator Environment and Health, this position will be required to provide on-call services and provide relief support for the Compliance Team. On-call services includes on weekends, public holidays and during Council closures.

The successful applicant will possess the following attributes at a minimum:

- Sound written and verbal communication skills.
- Demonstrated experience in handling animals including dogs, cats and livestock.
- Excellent customer service skills with the ability to work in high conflict area.
- Demonstrated ability to work cooperatively in a team environment.
- Demonstrated understanding, or the ability to acquire understanding, in legislation enforcement.
- Basic computer skills with the ability to adapt to new computer technology.
- Possession of a current Queensland "C" class drivers licence for manual vehicles.

Applicants should familiarise themselves with the entire position description.

Application packages are available from the Human Resources Office on (07) 4783 9800 or Council's website [www.burdekin.qld.gov.au](http://www.burdekin.qld.gov.au).

Applications for **17/13 – Casual Compliance Officer** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria found in the Position Description

Applications can be submitted using one of the following methods:

- online using the [Online Job Application Form](#)
- by email to [employment@burdekin.qld.gov.au](mailto:employment@burdekin.qld.gov.au)
- by mail to Confidential Application No. 17/13  
PO Box 974  
AYR Qld 4807

Applications close on Monday, 24 April 2017 at 5.00pm. Word or PDF format is preferable.

For further information please contact the Coordinator Environment and Health – Linda Govan on (07) 4783 9800.

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Compliance Officer
<b>POSITION NUMBER:</b>	30159
<b>AWARD:</b>	Queensland Local Government Officers Award - State
<b>CERTIFIED AGREEMENT:</b>	Burdekin Shire Council Enterprise Bargaining Agreement
<b>AWARD DESCRIPTOR LEVEL:</b>	Level 2
<b>REPORTS TO:</b>	Coordinator Environment and Health
<b>PLACE OF EMPLOYMENT:</b>	Based at Council Chambers, 145 Young Street, Ayr

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### *Our Vision*

The Burdekin Shire Council is committed to working with the community to create an inclusive, welcoming, and healthy environment that offers a high quality of liveability for residents that is underpinned by a productive and diverse economy.

To achieve our vision, Burdekin Shire Council will implement Council's mission and values.

### *Our Mission*

To create a better and exciting Burdekin through innovative leadership, partnerships and outstanding service.

### *Our Values*

To achieve our mission, Council has adopted the following values:

- Customers First
- Be Courageous
- Empower People
- Unleash Potential
- Ideas Into Action

These values are demonstrated across the extensive range of services and projects undertaken by Burdekin Shire Council including the development and implementation of the Corporate Plan.

## **POSITION OBJECTIVE**

The position is required to provide on call services and relief support for the Compliance Team. On call services includes on weekends, public holidays and during Council closures. The main purpose of this position is to provide operational support by implementing, monitoring and enforcing legislation, including Council's Local Laws such as animal management.

## KEY RESPONSIBILITIES

*Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.*

Accordingly the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Undertake emergency after hour's response, mainly on weekends and public holidays for animal management matters such as dog attacks and stock on road.
- Undertake other duties such as patrols on weekends or early or late patrols during the week to assist with ongoing issues.
- Liaise with Council's contractor for provision of pound services.
- Provide relief support during the week as required.
- Undertake compliance activities including inspections, patrols and investigations, under the direction of the Coordinator Environment and Health, to identify breaches of Council's Local Laws and the Animal Management (Cats and Dogs) Act, including seizure and impounding of animals including livestock
- Investigate customer requests relating to the position and take enforcement action when necessary including issuing penalty infringement notices
- Gather and document evidence for further enforcement action.
- Prepare a statement in relation to action you have taken to assist Compliance Team with undertaking enforcement action.
- Ensure that specialised animal control equipment is utilised in accordance with safe operating procedures and is regularly maintained
- Assist with managing the operation of Council's Animal Pound
- Assist with euthanasia of animals
- Provide advice to Council officers and the community.
- Undertake administration duties associated with the position.
- Maintain accurate and thorough records of work carried out.
- Assist with Approved Inspections of properties for pests, vectors or animals when required.
- Other duties as required by the Manager Governance and Local Law. Such duties shall be within the skills and capabilities of the position holder.

## POSITION REQUIREMENTS

### Knowledge

- Sound knowledge of Council Local Laws and Subordinate Local Laws, Animal Management (Cats and Dogs) Act 2008 and other statutory obligations under legislation including abandoned vehicles and overgrown allotments.
- Sound knowledge of matters relating to animal management in a rural local government area.
- Basic knowledge of Council's organisational structure and the functions and interrelationships of other Departments.
- Sound knowledge of computer operations and Microsoft Office software.

### Skills

- Good customer service skills incorporating interviewing techniques, negotiation, coordination, conflict resolution, problem solving and liaison skills.

- Good communication and interpersonal skills including ability to use judgement, initiative, tact and discretion.
- Effective written communication skills.
- Effective verbal communication skills.
- Sound investigation and evidence gathering skills.
- Good computer skills.
- Sound report writing skills.
- Excellent teamwork skills.

### **Abilities**

- Ability to interpret legislation and investigate regulatory offences which are the primary objective of the position.
- Ability to work in a high conflict environment.
- Ability to be well organised and to prioritise work requirements.
- Ability to acquire knowledge of legislation, Local Laws and other technical information.
- Ability to provide advice to members of the public.
- Ability to work in a team environment gain co-operation and assistance of others, and discuss and resolve problems.
- Ability to work under limited supervision in a position of trust.
- Ability to undertake duties whilst exercising sound judgement, initiative, sensitivity and confidentiality particularly in dispute situations.
- Ability to understand and assess dangerous animal behaviour.
- Ability to adapt and quickly learn new technology including Council software.
- Ability to follow approved procedures with minimal supervision.

### **Other Requirements**

- Work on weekends and public holidays and be available to attend callouts within a short period of time.
- Immunisation Hepatitis A and Hepatitis B.
- Personal attributes of motivation, adaptability, initiative, tactfulness, and the ability to deal with pressure.
- Willingness to undertake training and study to maintain and increase knowledge and skills.

### **Experience and Qualifications**

- Certificate IV in Government (Investigation).
- Class C drivers licence for manual vehicles.
- Safe operation of four-wheel drive vehicles.
- Experience in handling animals including dogs, cats and livestock.
- Local government experience including inspection, investigation and investigative report writing in relation to breaches of local laws and legislation.
- Working with Children Blue Card.

## ***AWARD CLASSIFICATION LEVEL TWO CHARACTERISTICS***

These classification characteristics are drawn directly from the Queensland Local Government Officers Award and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

### **Organisational Relationships**

- Works under regular supervision.

- Oversees and guides a limited number of lower classified employees.
- Where relevant, supervises minor works programs/projects.

#### **Extent of Authority**

- Work outcomes monitored.
- Freedom to act within established guidelines.
- Solutions to problems may require the exercise of limited judgement, with guidance to be found in procedures, precedents and guidelines. Assistance is available when problems occur.
- Graduates receive instructions.
- Plan and coordinate work for minor work programs.

### **CORE COMPETENCIES – GROUP 1**

These competencies relate to positions up to and including Level 2 of the LGOA and Level 4 of the LGEA:

#### **Teamwork**

- Participate in team-based activities
- Respect other team members
- Complete the tasks allocated to you
- Know the team goals, parameters, and major issues
- Work within the parameters
- Contribute willingly to team activities
- Accept decisions, even those with which you disagree

#### **Customer Service**

- Treat both internal and external customers with courtesy and respect
- Work according to agreed customer service standards within your team
- Contribute towards setting customer service standards within your team

#### **Communication**

- Write in a way that your reader can understand
- Listen and speak clearly to your colleagues and customers

#### **Quality**

- Work according to agreed quality standards within your team
- Contribute towards setting quality standards within your team
- Monitor your work and identify opportunities for improving quality
- Suggest improvements through the customer request system

#### **Environment**

- Work according to agreed environmental standards within your team
- Contribute towards setting environmental standards within your team
- Monitor your work for opportunities to reduce adverse impacts on the environment
- Report incidents and suggest improvements through the customer request system

#### **Workplace Health and Safety**

- Work safely and in accordance with the relevant work method statements and procedures

- Encourage your colleagues to work safely
- Identify hazards and assess risks in the workplace
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures

### **Efficiency**

- Undertake tasks in an efficient and timely manner
- Suggest improvements through the customer request system

## **GENERAL**

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, ECM DataWorks.
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.

## SELECTION CRITERIA

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each particular skill or quality, and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

### **Essential**

1. Sound written and verbal communication skills.
2. Demonstrated experience in handling animals including dogs, cats and livestock.
3. Excellent customer service skills with the ability to work in high conflict area.
4. Demonstrated ability to work cooperatively in a team environment.
5. Demonstrated understanding, or the ability to acquire understanding, in legislation enforcement.
6. Basic computer skills with the ability to adapt to new computer technology.
7. Possession of a current Queensland "C" class drivers licence for manual vehicles.

### **Desirable**

1. Possession of Certificate IV in Government (Investigation) or demonstrated ability and willingness to gain this qualification.
2. Knowledge of Council Local Laws and animal management legislation.