

Position Description

POSITION	:	Regulatory Support (Monitoring and Enforcement)
REPORTS TO	:	Team Leader Monitoring Enforcement and Animal Control
LOCATION	:	Alexandra Office

Purpose

To be the initial contact point for customers regarding animal control and enforcement matters. To support officers to ensure compliance with conditions of resource consents, the district plan, bylaws and associated legislation.

Our Values

Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.



**Me manaaki tētahi ki tētahi, me
pakihiwitahi te tū – kia haere tahi ai tātou**

**Respect each other, stand shoulder to shoulder – so that we may travel on this
journey together**

Principal Duties and Responsibilities

1. Work closely with the animal control officer, enforcement officer and the wider team regarding animal control, enforcement and monitoring matters to address customer enquiries, provide administrative support, updating records and compiling notices and customer correspondence.
2. Provide advice and education to customers regarding animal control and enforcement matters.
3. Liaise with customers in advance of any monitoring, where appropriate and issue monitoring notification letters.
4. Process invoicing for enforcement activities.
5. Assist the dog control team, where necessary in the administration of dog registration.

6. Provide education and enforcement activities regarding the Resource Management Act, Building Act and other associated legislation, regulations, District Plan and Council Bylaws.
7. Provide reliable and helpful enforcement advice to council departments to assist in meeting the Council's priorities.
8. Carry out such other duties as may be allocated from time to time by the Team Leader Monitoring Enforcement and Animal Control.
9. To collaborate with colleagues across the organisation as 'one team' to provide strong, proactive customer service to internal and external customers.

Key Accountabilities

Key result areas have been identified as follows. This is not an exhaustive list and over time specific plans will be developed to achieve desired results.

1. Maintaining land use consent monthly register
2. Respond to "Service Requests" (complaints) from the public and from other departments within Council in a timely and consistent manner.
3. To prepare letters, permits, notices, and infringements as necessary.
4. To process dog registration applications within a timely and consistent manner.
5. Ensure a high standard of customer focus in responding to enquiries and requests for service.
6. Work collaboratively with other departments within the organisation, in respect of legislation being considered for enforcement action.
7. Maintaining a database of all complaints with the detail on the action taken investigating the matter.
8. Working collaboratively with other teams within the organisation, where there is alignment in respective legislation.

Delegations

Makes decisions within the authority delegated by the Team Leader Monitoring Enforcement and Animal Control and the Planning and Regulatory Services Manager.

Position Requirements

Experience/Knowledge

- NCEA Level 4
- Knowledge in resource management, enforcement or local government.
- Knowledge of related legislation and legal procedures.
- Experience in a range of desktop applications including Microsoft Office.
- Ability to prioritise work effectively and meet deadlines.
- Dealing with irate customers in a calm manner.
- A full New Zealand motor vehicle driver's licence.

Specific Skills

- Self-motivation and the capability of working without direct supervision and with well-developed interpersonal communication skills, particularly when dealing with members of other departments and the public.
- Ability to establish and maintain effective relationships
- A good standard of writing skills.

Personal Qualities

- Trustworthy
- Excellent communication skills
- Team player
- Sense of humour
- Self-confident
- Impartial and objective
- Initiative and sound judgement
- Honesty and integrity
- Excellent time management and self-discipline
- Ability to stay calm in difficult situations
- Organised and tidy

Relationships

External

Public
Consultants
Contractors
Otago Regional Council –
Enforcement Team

Internal

Chief Executive Officer
Team Leader Monitoring Enforcement and Animal Control
Planning and Infrastructure Department
All Staff