

Position Description

Animal Collection Officer



Position Title:	Animal Collection Officer
Classification:	Band 4
Directorate:	Corporate Services
Department:	Community Safety and Compliance
Approved by:	Senior People Experience Business Partner
Date approved:	July 2026

1. Position Overview

The Animal Collection Officer operates primarily in a field-based environment and is responsible for undertaking animal collection, transportation, patrol, pound support and operational animal management activities, providing support to Animal Management Officers, pound services and associated functions while working within established procedures and guidelines to assist the delivery of Council's Animal Management service.

The role contributes to community safety, animal welfare and responsible pet ownership through the safe and humane collection, handling and transport of animals, routine patrol activities, customer service, community education and support for animal management operations.

2. Position Objectives

- Undertake the safe and humane collection, handling and transportation of animals in accordance with relevant legislation, Council procedures and animal welfare requirements.
- Conduct routine patrols of parks, reserves, beaches and public places to support responsible pet ownership and community safety.
- Assist in monitoring compliance with dog off-leash, on-leash and prohibited area requirements and provide education and advice to members of the public.
- Respond to contained animal requests, animal pick-ups and operational animal management service requests.
- Support Animal Management Officers in delivering animal management services and field-based operations.

- Assist with animal impoundment activities, pound transfers, shelter liaison requirements, and pound and animal holding facility cleaning, maintenance and presentation activities in accordance with animal welfare and biosecurity requirements.
- Maintain accurate records relating to animal collections, patrols, impoundments and operational activities.
- Maintain vehicles, equipment, cages and other resources used for animal management operations.
- Contribute to community safety, responsible pet ownership and animal welfare through professional and customer-focused service delivery.
- May be required to participate after-hours emergency response and rostered operational activities to support business continuity and critical operational needs.

3. Organisational relationships

Internal	External
• Customer Services • City Operations • Relevant Council departments	• Members of the public • Animal owners • Veterinarians • Animal welfare organisations • Pound and shelter providers • Contractors and service providers • Victoria Police • Emergency Services
Reports to:	
• Team Leader Animal Management	
Supervises	
• N/A	

4. Position Characteristics

Accountability and Extent of Authority

All Other Employees

Providers of information to customers and/or information and support to more senior employees. May supervise resources including other employees and/or regulate customers.

Freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position. Work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.

Sufficient freedom to plan work at least a week in advance.

Effect of decisions and actions is usually limited to a localised work group or function, individual jobs or customers, or to internal procedures and processes.

Judgement and Decision Making

Hobsons Bay City Council

(03) 9932 1000

customerservice@hobsonsbay.vic.gov.au

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All Other Employees

Objectives are well defined but a particular method, process or equipment to be used must be selected from a range of available alternatives.

For Supervisors, the process may require quantification of resources needed to meet objectives.

Guidance and advice are always available within the time available to make a choice.

Specialist Skills and Knowledge

All Other Employees

Understanding of relevant technology, procedures and processes used within their operating unit.

Understanding of function of position within organisational context, including relevant policies, regulations and precedents and of unit's goals and where appropriate, an appreciation of goals of wider organisation.

Proficiency in application of standardised procedures, practices, Acts and Regulations, and understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment or knowledge of the use of plant which require the exercise of considerable skill or adaptation.

Management Skills

All Other Employees

Basic knowledge of personnel practices, able to provide employees under their supervision with on-the-job training and guidance.

All positions necessitate skills in managing time and planning and organising own work.

Interpersonal Skills

All Other Employees

Ability to gain co-operation and assistance from customers, members of the public and other employees in the administration of well-defined activities, in the supervision of employees where applicable.

Skills in written communication to enable the preparation of routine correspondence and reports if required.

Qualifications and Experience

All Other Employees

Skills and knowledge needed for entry to this Band are beyond those normally acquired through secondary education alone, gained through completion of a post trade certificate or other post-secondary qualification below diploma or degree, or knowledge and skills gained through on-the-job training commensurate with the requirements of the work at this Band.

5. Key Selection Criteria

- Demonstrated experience in animal handling, animal welfare, local government operations, customer service or a related field.

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- Demonstrated ability to safely and humanely handle, restrain, transport and care for animals, including distressed or injured animals.
- Ability to undertake routine patrols and provide community education relating to responsible pet ownership and animal management requirements.
- Demonstrated ability to communicate effectively and professionally with members of the public and other stakeholders.
- Ability to maintain accurate records and utilise mobile technology and computer systems relevant to service delivery.
- Demonstrated commitment to animal welfare, safe work practices and high-quality customer service.

6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

Compliance

- Current and valid working rights for Australia.
- Ability to satisfactorily pass a National Police Check (and international check where required).
- Current Working with Children Check.
- Current Victorian Driver Licence.

Physical

Daily work will be performed primarily in outdoor environments, as such:

- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to safely handle, restrain, lift and transport animals and associated equipment.
- Ability to undertake patrol activities, animal collections and pound cleaning duties.
- Exposure to conditions normally encountered in outdoor environments and at times indoor environments.
- Ability to satisfactorily complete a physical assessment aligned with the inherent requirements of the role

Psycho-social

- Resilience and adaptability.
- Ability to manage emotionally challenging situations involving animals and members of the public.
- Ability to remain calm and professional when dealing with distressed customers or animal welfare matters.
- Strong self-motivation, professionalism and commitment to animal welfare and Council values.
- Ability to work independently and as part of a team in a dynamic operational environment.

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