



TaurangaCity

Job description

Title	Animal Services Administrator
Number	
Group	Regulatory & Community Services (50000015)
Division	Regulatory Support & Compliance Services (60000065)
Reports to	Team Leader: Animal Services
Direct reports	NA
Date	01/04/2026

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to provide efficient, high-volume administrative support within the Animal Services team, enabling the accurate and timely processing of animal registrations, case management records, and related correspondence to support effective service delivery.

Key outcomes

Customer and Stakeholder Service	Professional, accurate, and timely administrative support is provided to customers, Animal Services Officers (ASOs), the Service Centre, and internal stakeholders. • Customer and stakeholder interactions are handled professionally, consistently, and in line with council expectations. • CCMs are processed accurately, with required information entered promptly from ASOs and Service Centre inputs.
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	• Standard correspondence related to registrations and cases is generated correctly and within agreed timeframes. • Issues are resolved at an administrative level wherever possible, with minimal escalation required.
Case Management and Regulatory Administration	Case management records and regulatory information are complete, accurate, and up to date, supporting effective enforcement and compliance activities. • CCMs in Ozone are actioned, updated, and closed accurately in line with Animal Management processes. • Notes, documentation, and closure instructions are followed precisely and recorded consistently. • Administrative support enables ASOs to focus on field work and investigations without administrative delay. • Records are audit ready and reflect correct regulatory decisions and actions.
Registration, Impound, and System Administration	Animal registration and related system administration is maintained accurately and efficiently, even during peak demand periods. • New animal registrations and renewals are processed correctly in SAP. • Registration data is current, complete, and reliable. • Impound-related administrative tasks are supported accurately within council systems. • Backlogs are reduced during high-volume periods through efficient, high-output administrative processing.
Team Integration, Professionalism, and Resilience	The role operates as a reliable, resilient, and fully embedded member of the Animal Management team, contributing positively to team effectiveness and culture. • The administrator actively participates in team meetings, training, and day-to-day routines. • Work is delivered reliably in a busy, time-critical environment. • Professionalism and emotional resilience are demonstrated when working alongside sensitive animal welfare and enforcement activities.

	• Council policies, procedures, and values are consistently applied in all work practices.
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The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
• Demonstrated administrative experience, preferably within local or central government or a regulatory environment • Working knowledge of council systems and processes • Competent user of Microsoft Word and Excel • High level of accuracy and attention to detail in high-volume, system-based work • Proven customer service skills with clear written and verbal communication • Ability to follow processes consistently and meet time-critical deadlines • Demonstrated resilience and professionalism when working in a regulatory and sensitive animal welfare context
Desirable
• Experience using Ozone, SAP, Objective, or similar case management systems • Experience with CCM processing, registrations, or enforcement administration • Intermediate Excel skills • Experience supporting backlog reduction or system/process change • Current full New Zealand driver licence

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections