



BID/JOB ANNOUNCEMENT

Supervising Animal Care Clerk

Chicago Department of Animal Care and Control

Number of Positions: 1

(Additional vacancies possible pending budget approval)

Salary: \$53,736.00

This position is open to the public and all current City employees covered under the City's collective bargaining agreement with **AMERICAN FEDERATION OF STATE, COUNTY, AND MUNICIPAL EMPLOYEES (AFSCME) – BARGAINING UNIT 1, 3, 4 & 5**. Only employees in City job titles in this bargaining unit are eligible to bid.

BID INSTRUCTIONS: Apply on the bid site: <https://chicago.taleo.net/careersection/103/jobsearch.ftl?lang=en> AND

1. Check the box on your profile titled "Currently employed by the City of Chicago"
2. Enter your employee ID (located on your pay stub labeled 'payee/employee number')
3. Select your correct bargaining unit

FAILURE TO FOLLOW THESE INSTRUCTIONS WILL RESULT IN A REJECTED BID APPLICATION

Applications for this position will be accepted until 11:59pm CDT on 03/19/2024

Under general supervision, functions as a working supervisor, participating and overseeing Animal Care Clerk's engaged in the intake and processing of animals for impoundment, adoption, and redemption at the City's Animal Care and Control Center, and performs related duties as required.

ESSENTIAL DUTIES

- Supervises, assigns, and monitors the work of Animal Care Clerk's providing customer service and responding to inquiries received over the telephone or from visitors arriving at the facility
- Schedules staff, prepares work assignments, and ensures adequate coverage of the facility's front desk area
- Monitors work activities to ensure the appropriate treatment and care of animals arriving at the facility
- Implements work procedures to provide customer service and process paperwork and fees for animal adoptions, redemptions, and impoundments
- Screens applicants, verifies information, and approves animal adoption applications to ensure animals are being placed in a proper and safe environment
- Transports and oversees staff transporting animals from the front desk to facility cages or other facilities
- Trains staff on front desk standard operating procedures and the proper handling of animals
- Responds to problems and handles difficult inquiries including the redemption of animals by owners who lack proof of ownership and the adoption of certain breeds of dogs and animals with behavioral considerations
- Oversees cashiering functions, reviews daily cash receipts, and ensures the proper depositing of monies collected
- Monitors the batching of monies collected and reconciliation of daily transactions
- Prepares work reports on unit work activities and revenue generated
- Feeds, cleans, and provides general care to animals
- Receives and processes payments for adoptions, redemptions, dog licenses, and related services

Additional duties may be required for this position

Location: 2741 S. Western Ave., Chicago, IL 60608
Days: Varies
Hours: Varies

THIS POSITION IS IN THE CAREER SERVICE

MINIMUM QUALIFICATIONS

Two (2) years of clerical or customer service experience, plus one (1) year of experience working with animals in an animal hospital, shelter, or related animal facility; or an equivalent combination of education, training, and experience.

SELECTION REQUIREMENTS

This position requires applicants to complete an interview. Interviewed Bidders will be selected in **seniority order** according to the collective bargaining agreement. Interviewed Non-Bidders who possess the qualifications best suited to fulfill the responsibilities of the position will be selected.

Preference will be given to those who have:

- Previous supervisory experience in Customer Service
- Level of proficiency in Microsoft Office Suite

APPLICATION EVALUATION: Initial evaluation will be based on information provided on the application and the documents submitted. Department of Human Resource staff will review applications after the final posting date. Staff will follow any and all required Employment/Hiring Plan provisions, federal, state and local laws, and Collective Bargaining Agreements when applicable. Staff will apply hiring preferences as required by the municipal code. Placement on an eligibility list is not an offer or guarantee of an interview nor employment with the City of Chicago.

COMMITMENT TO DIVERSITY: To further our commitment to hiring applicants with diverse experience the City of Chicago has adopted the following ordinances 2-74-020 and 2-74-075. The ordinances provide a preference to applicants who meet minimum qualifications and who are veterans of the Armed Forces, and/or residents of Socio-Economically Disadvantaged Areas (SEDA) and/or Chicago Public School (CPS) high school graduates to be referred to departments for consideration. ***These hiring preferences do not apply to bidders, as Collective Bargaining Agreements define the hiring process for bidders. For positions covered by a collective bargaining agreement, bidders will be considered before external candidates.*** To learn more about our hiring practices [click here](#).

ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.

The City of Chicago in an Equal Employment Opportunity and Military Friendly Employer.

City of Chicago
Brandon Johnson, Mayor