



Code: 3485

Family: Clerical and Office Administration

Service: Health and Welfare

Group: Medical and Social Service

Series: Public Health

CLASS TITLE: ANIMAL SHELTER MANAGER

CHARACTERISTICS OF THE CLASS

Under general supervision, directs and manages the daily operations and work activities of staff providing humane care, treatment, and outcomes to animals at the City's Animal Care and Control Center (ACCC), and performs related duties as required

ESSENTIAL DUTIES

- Directs the work of supervisory staff overseeing the daily feeding, cleaning and medical care of animals sheltered in the center
- Plans and schedules work of staff assigned to multiple shifts to ensure facility is cleaned, care is provided, and animals are attended to on a 24-hour, seven days a week basis
- Oversees work activities of Animal Care Clerks providing front desk customer service and performing clerical duties associated with the impounding and adoption of animals
- Directly oversees the work activities of the Animal Placement Coordinator
- Develops departmental policies, operating standards, and general work rules
- Supervises and coordinates training and staff development activities to ensure staff provide appropriate care and humane treatment to animals in accordance with departmental policies, operating standards and general work rules
- Determines the proper care and disposition of animals including making recommendations for adoption, transfer to licensed humane society or rescue agencies, or euthanasia
- Performs euthanasia by injection
- Monitors work performance, oversees employee performance evaluations, initiates and enforces disciplinary actions, and participates in the hiring of staff
- Participates with management in the annual preparation of the ACCC's operating budget
- Manages and administers contracts or agreements with outside agencies
- Monitors operating budget expenditures, initiates the requisitioning and procurement of supplies and equipment and approves vendor payment requests
- Researches and remains abreast of new or improved equipment or devices for use in animal shelter facilities and makes recommendations for procurement
- Directs the maintenance of animal care records and inventory records including the management of departmental software systems
- Prepares various operational reports relating to staff work activities, facility maintenance, budget expenditures, supply and medical inventories, and the status of animals at the ACCC
- Testifies in court regarding conditions of impounded animals and department facilities

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Nine (9) years of work experience working with animals in an animal hospital, shelter, or related animal facility, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college with an Associate's degree in Public or Business Administration, Animal Sciences, or a related field, PLUS five (7) years of work experience working with animals in an animal hospital, shelter, or related animal facility, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Public or Business Administration, Animal Sciences, or a related field, PLUS five (5) years of work experience working with animals in an animal hospital, shelter, or related animal facility, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Public or Business Administration, Animal Sciences, or a related field, PLUS four (4) years of work experience working with animals in an animal hospital, shelter, or related animal facility, of which three (3) years are in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- Must have State of Illinois certification as a euthanasia technician at time of processing

WORKING CONDITIONS

- General office environment
- Animal shelter environment (wet, smells, animal waste, blood)
- Exposure to loud noise
- Availability to work on a 24-hour basis

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, hand-held computer)
- Safety equipment
- Medical equipment used in euthanasia by injection and sterilization procedures
- Equipment used in the humane capture of animals (e.g., capture pole, leashes)

PHYSICAL REQUIREMENTS

- Heavy lifting (up to 75 pounds) is required
- Ability to walk and stand for extended or continuous periods of time
- Ability to quickly bend, stretch, twist, or reach out with one's body, arms, and/or legs
- Ability to move one's hands and arms to grasp or manipulate objects
- Ability to access difficult to enter spaces

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *intake and customer service methods, practices, and procedures
- *animal care and control methods, practices, and procedures
- *supervisory methods, practices, and procedures
- *office management methods, practices, and procedures
- facility maintenance requirements and security procedures required for the proper operation of a 24-hour animal care facility

Moderate knowledge of:

- report preparation methods, practices, and procedures
- applicable federal and state laws, regulations, and guidelines
- budgeting principles
- applicable software packages and personal computer operations

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing

- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
January, 2015; May, 2025