



Code: 3488

Family: Clerical and Office Administration

Service: Health and Welfare

Group: Medical and Social Service

Series: Public Health

CLASS TITLE: SUPERVISING ANIMAL CARE CLERK

CHARACTERISTICS OF THE CLASS

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

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

- 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

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Animal shelter environment (e.g., wet, smells, animal waste, blood)
- Exposure to loud noise

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Equipment used in the humane capture of animals (e.g., capture pole, leashes, nooses)

PHYSICAL REQUIREMENTS

- Substantial lifting (up to 50 pounds) is required
- Ability to stand and walk 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

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

Moderate knowledge of:

- intake and customer service methods, practices, and procedures
- animal care and control methods, practices, and procedures
- administrative and clerical methods, practices, and procedures
- alphabetical and numerical classification of information

Some knowledge of:

- supervisory methods, practices, and procedures
- report preparation methods, practices, and procedures

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

Other knowledge as required for successful performance in the Animal Care Clerk class

Skills

- *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
- *MONITORING – Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective actions
- INSTRUCTING - Teach others how to do something
- PERSUASION - Persuade others to change their minds or behavior
- SERVICE ORIENTATION - Actively look for ways to help people
- JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

- SOCIAL PERCEPTIVENESS – Demonstrate awareness of others' reactions and understand why they react as they do

Other skills as required for successful performance in the Animal Care Clerk class

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
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the Animal Care Clerk class

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
March, 2017