



**Code: 3493**  
Family: Clerical and Office Administration  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Public Health

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## **CLASS TITLE: OPERATIONS MANAGER - ANIMAL CONTROL**

### **CHARACTERISTICS OF THE CLASS**

Under direction, manages and directs work operations at the Chicago Animal Care Control (CACC) facility relating to animal control, investigation and inspection functions; directs supervisory staff in the enforcement of the city's ordinance and requirements for animal control and protection and to protect public safety and health, and performs related duties as required

### **ESSENTIAL DUTIES**

- Coordinates work efforts with supervisory staff to monitor field work of Animal Control Officers and Investigators to ensure procedures and policies are followed in the performance of duties
- Directs supervisory staff responsible for overseeing animal control and investigation activities including the removal of stray, injured or potentially dangerous animals from neighborhoods
- Oversees the scheduling of field personnel and dispatching, ensuring adequate staffing levels on all shifts
- Monitors staff engaged in the inspection of animal-related businesses, cruelty to animal investigations, dangerous animal investigations, and court case hearings
- Provides direction and assistance to staff on complex inspections and investigations
- Oversees the maintenance of inspection documents and reports, and reviews inspection reports and citations issued for completeness, accuracy and appropriateness of findings
- Conducts field visits to observe inspections and enforcement work to ensure compliance with established departmental protocols regarding proper inspection and enforcement procedures
- Develops and implements standard operating procedures and performance standards to ensure the provision of humane care to animals sheltered at the CACC
- Conducts needs assessments and works with appropriate personnel in providing training and staff development to enhance and improve skills and performance of CACC staff
- Monitors and reviews work performance and productivity, administers disciplinary actions as required and conducts staff performance evaluations
- Participates in the preparation of the department's annual operating budget
- Oversees and ensures the maintenance and repair of department vehicles
- Maintains records of facility operations and staff work activities and prepares management reports
- Represents the department at community meetings and other departments to discuss and provide information on programs and services as well as the proper and humane treatment and care of animals
- Establishes professional work relationships with representatives of other animal welfare organizations to facilitate the sharing of information and resources

**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**

- Graduation from an accredited college or university with a Bachelor's degree , plus five (5) years of animal care and control work experience, of which three (3) years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience

**Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required

**WORKING CONDITIONS**

- General office environment
- Animal shelter environment (wet, smells, animal waste, blood)
- Exposure to outdoor weather conditions
- Availability to work on a 24-hour call basis

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer )
- Radio equipment

**PHYSICAL REQUIREMENTS**

- Ability to walk and stand for extended periods of time
- Ability to climb staircases and access multi-level facilities

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

Considerable knowledge of:

- \*animal care and control methods, practices, and procedures
- inspection procedures
- Humane Care to Animals Act of Illinois and municipal ordinances for animal care and control

Moderate knowledge of:

- \*supervisory methods, practices, and procedures
- customer service methods, practices, and procedures
- \*report preparation methods, practices, and procedures
- applicable software packages and personal computer operations

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

**Skills**

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

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- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- 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
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

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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.

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City of Chicago  
Department of Human Resources  
March, 2019