



Code: 3493

Family: Clerical and Office Administration

Service: Health and Welfare

Group: Medical and Social Service

Series: Public Health

CLASS TITLE: OPERATIONS MANAGER - ANIMAL CONTROL

CHARACTERISTICS OF THE CLASS

Under direction of the Deputy Director and Executive Director, 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 Inspectors 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
- Monitors Safety Compliance for field and shelter staff

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 animal care and control work experience, 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, or a related field, PLUS seven (7) 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**
- Graduation from an accredited college or university with a Bachelor's degree in Public or Business Administration, or a related field, 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**
- Graduation from an accredited college or university with a Master's degree or higher in Public or Business Administration, or a related field, PLUS four (4) 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

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
- Ability to bend, kneel, crouch and move one's hands/arms to grasp or manipulate objects

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

Considerable knowledge of:

- *animal care and control methods, practices, and procedures
- inspection procedures

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- Occupational Safety and Health Administration (OSHA) and Material Safety Data Sheets (MSDS) rules
- 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
- 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

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 2021; May, 2025