



Code: 3495
Family: Legal and Regulatory
Service: Health and Welfare
Group: Medical and Social Service
Series: Public Health

CLASS TITLE: SUPERVISOR OF ANIMAL CONTROL OFFICERS

CHARACTERISTICS OF THE CLASS

Under general supervision, supervises the work activities of Animal Control Officers and Animal Control Inspectors, ensuring the enforcement of city's ordinance and requirements for animal care, control and anti-cruelty to protect public safety and health, and performs related duties as required

ESSENTIAL DUTIES

- Plans, assigns and directs the control and investigation activities of Animal Control Officers engaged in the removal of stray, injured or potentially dangerous animals from neighborhoods
- Plans, assigns and directs the inspection activities of Animal Control Inspectors engaged in inspecting animal related businesses and conducting cruelty and dangerous dog investigations
- Inspects the condition of animal control vehicles to ensure cleanliness, good repair, and daily maintenance; inspects staff to ensure they are in proper uniform
- Reviews reports, photographs and citations issued to animal owners staff responding to service requests and complaints, and ensures appropriate follow up actions are taken to resolve cases
- Monitors the work performance of staff, prepares performance evaluations and initiates corrective and disciplinary actions as required
- Coordinates work efforts and participates in inspection and investigation activities with the Chicago Police Department on cases involving animal cruelty or neglect, dog bites or injuries to humans, or dog fighting cases
- Coordinates and provides orientation and training to animal control and inspection staff
- Conducts field inspections to assess staff performance and adherence to safety protocols, and to ensure the effectiveness of field work operations
- Assists and participates with the inspections of animal-related businesses in the City
- Prepares various operational, productivity and work reports for use by management
- Advises the public and provides information regarding the policies, procedures, and operations of the Animal Care and Control Center
- Testifies for the city in various court proceedings on animal cruelty and neglect cases

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

- Four years of combined work experience in the capture and custody of animals, OR the care and treatment of animals in an animal hospital or animal shelter, OR the inspection of animal care establishments to enforce requirements for the sanitary and humane treatment of animals

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required
- Must obtain certification in the use dart tranquilizers by an approved agency within four months of hire

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Animal shelter environment (e.g., wet, smells, animal waste, blood)
- Contact with dangerous, ill, or injured animals

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, hand-held computer)
- Photographic and video equipment; two – way radio
- Personal protective equipment (e.g., shoes, gloves)
- Equipment used in the humane capture of animals (e.g., tranquilizer gun, catch rope, wire snare, net)

PHYSICAL REQUIREMENTS

- Some heavy lifting (up to 75 pounds) is required
- Ability to walk and stand for extended periods of time
- Ability to climb staircases, ladders, and/or step stools
- Ability to access difficult to enter spaces

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

Considerable knowledge of:

- geographical locations in the City
- *state, and local laws, regulations, and guidelines regarding the control and care of animals
- *investigation and inspection methods, techniques, practices, and procedures
- *proper animal care, control, and treatment

Moderate knowledge of:

- permit and licensing applications, fees, and programs
- supervisory methods, practices, and procedures
- record keeping and report preparation methods, practices, and procedures
- customer service techniques

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

Other knowledge as required for successful performance in the Animal Control Officer class

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

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- *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
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job

Other skills as required for successful performance in the Animal Control Officer 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

Other abilities as required for successful performance in the Animal Control Officer class

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

Other characteristics as required for successful performance in the Animal Control Officer 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

Date: July 2011