



Code: 3498

Family: Clerical and Office Administration

Service: Health and Welfare

Group: Medical and Social Service

Series: Public Health

CLASS TITLE: ANIMAL CARE CLERK

CHARACTERISTICS OF THE CLASS

Under immediate supervision, receives and processes animals for impoundment, adoption, and redemption at the City's Animal Care and Control Center (ACCC), and performs related duties as required

ESSENTIAL DUTIES

- Receives animals brought to the facility and handles shelter animals using various tools to restrain and secure the animals
 - Transports animals from the front desk area to facility cages
 - Feeds, cleans, and provides water and general care to animals
 - Prepares and maintains inventory records of impounded animals
 - Provides customer service over the phone or to visitors arriving at the center, answering questions regarding adoption procedures, lost pet procedures, other department sponsored programs and related inquiries
 - Reviews and processes applications and documents required for animal impoundment, adoption, and redemption for accuracy and completeness, and completes required paperwork to complete transactions
 - Accepts fees/ payments for adoptions, redemptions, the sale of City licenses, tags, and other services provided at the center and issues receipts
 - Checks cash register periodically to ensure adequate amounts of cash are available for transactions and prepares daily cash receipts
 - Batches monies collected, computes totals and balances, and reconciles daily transactions
 - Enters transaction information into a computer database and generates reports as required
 - Performs data entry to update and maintain various records and prepare reports
- Assists in unloading and stocking food and supplies for the animals

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

- One year of experience in receiving, disbursing, and accounting for money, plus six months of experience working with animals in an animal hospital, shelter, or related animal facility

OR

One year of customer service experience, plus six months of experience working with animals in an animal hospital, shelter, or related animal facility

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)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)
- Adding machine
- Cash register
- Equipment used in the humane restraint of animals (e.g., capture poles, leashes, nooses)
- Cleaning equipment (e.g., shovel, broom, mop)
- Safety equipment

PHYSICAL REQUIREMENTS

- Substantial lifting (up to 45 pounds) is required
- Ability to walk and stand for extended or continuous periods of time
- Ability to bend, stretch, or reach out to grasp and handle animals and equipment
- Ability to operate applicable tools and equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- intake and customer service methods, practices and procedures
- animal care and control methods, practices and procedures
- basic math and arithmetic principles
- use of equipment and devices used to move and humanely restrain animals

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
- **CUSTOMER SERVICE** – Interact and communicate with customers in a courteous and helpful manner, speaking distinctly, answering questions and resolving issues
- **SERVICE ORIENTATION** – Actively look for ways to help people

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
- WORK WITH NUMBERS – Add, subtract, multiply, or divide quickly and correctly

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

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: February, 2013