



Code: 3484

Family: Construction, Maintenance, and Skilled Labor

Service: Health and Welfare

Group: Medical and Social Service

Series: Public Health

CLASS TITLE: ANIMAL PLACEMENT COORDINATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, plans, coordinates and administers programs, outreach activities and related initiatives to promote and increase opportunities for the transfer of animals sheltered at the City's Animal Care and Control facility, and performs related duties as required

ESSENTIAL DUTIES

- Establishes and fosters partnerships with animal shelters, rescue groups, and humane societies to transfer animals to other facilities to improve placement opportunities
- Meets with representatives of partner agencies to discuss the status of specific types or breed of sheltered animals and coordinates the viewing and transfer of animals
- Works with placement partners in preparing and processing required paperwork (e.g. transfer or homeward bound applications) for the transfer of animals
- Maintains and updates animal inventory records to record and track the transfer and placement of animals to other agencies
- Coordinates and provides ongoing communication with foster participants for potential outcomes
- Coordinates various departmental programs such as Doggie Day Out, to ensure departmental procedures are followed
- Assists in the recruitment of volunteers for the Animal Care and Control Facility, prepares informational materials for the department's website or social media outlets regarding the volunteer program
- Assists on providing orientation to volunteer recruits and works with management in providing training and assigning duties to volunteers
- Assists with creating brochures and flyers to advertise events and updates the department's website with new program announcements, photographs of available animals, and special events
- Drives department vehicles to transport animals and materials to off-site locations
- Confers with departmental staff in evaluating temperament of animals eligible for transfer

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 in Public Relations, Public or Business Administration, Animal Sciences, or a related field, plus one (1) year of work experience in 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

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

WORKING CONDITIONS

- General office environment
- Animal shelter environment (wet, smells, animal waste, blood)

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)
- Cameras and related photography 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 handle various types and breeds of animals

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

Moderate knowledge of:

- *animals and their general care
- * the proper handling, humane treatment and transport of animals
- * animal shelters and animal care agencies
- marketing and public relations concepts

Some knowledge of:

- safety methods, practices, and procedures related to the care, feeding and handling of animals
- applicable computer software (e.g. Microsoft Suite) and applications
- applicable federal, state, and local laws, regulations, and guidelines

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, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **SERVICE ORIENTATION** - Actively look for ways to help people

- CUSTOMER SERVICE SKILLS – Interact and communicate with customers in a courteous and helpful manner, speaking distinctly, answering questions and resolving issues
- MONITORING – Monitor and assess performance of oneself, other individuals or organizations to make improvements or take corrective action
- COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions

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 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
- 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.

City of Chicago
Department of Human Resources
August, 2023