

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(PARKING & BYLAW ENFORCEMENT DIVISION – ANIMAL CONTROL – LOCATION - 247 DARTNALL ROAD)**

OPERATIONS CLERK – ANIMAL CONTROL - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Animal Services (Licensing and Administration) responsible for providing general customer service respecting animal licensing and sheltering, processing dog licence sales, providing in house Provincial Offences Act services to enforcement staff, answers and receives complaints respecting violations of by-laws regulating Animals and Dog Licensing.

GENERAL DUTIES

Provides general customer service, processes dog license sales and provides in house Provincial Offences Act services to enforcement staff.

Receives and responds to routine inquiries from Animal Control staff, staff from other departments, outside agencies and the public, by phone and in person.

Record all complaints in database using "Hansen" for retrieval by appropriate enforcement staff.

Dispatch all Animal Control calls.

Receive complaints respecting animal to animal attacks (bites) and animal to human attacks (bites) and complete initial investigation reports for follow-up investigation by enforcement staff.

Monitor radio frequency for incoming calls from officers requesting information or assistance.

Record investigation or enforcement activities of officers such as time of arrival/departure with respect to complaints and outcome of investigation or enforcement activity.

Retrieve licensing and/or historical data from database and transmit information to officers by radio or provide information to veterinary clinics or the public over the phone.

Contact Police to request assistance for Animal Control in the field.

Notify veterinary clinics of animals being transferred to their care.

Forwards inquiries and requests for services or enforcement to appropriate staff or provides dog licensing, enforcement and sheltering information as required.

Liaises with Customer Service Centres and distributes dog licences.

Reconciles cash receipts, transaction records and prepares bank deposits and balance sheets.

Contacts clients regarding unpaid invoices and N.S.F. cheques.

Receives and files copies of Provincial Offences Act Notices of Offence and Summonses from enforcement staff.

Word processes Crown Briefs prepared by staff and files Provincial Offence Notices with the Courts.

Maintains files respecting municipal by-law offences and ongoing investigations.

Prepares correspondence regarding by-law offences, offences under the Dog Owners Liability Act and ongoing investigations.

Liaises with the Court Clerk and Municipal and Provincial Prosecutors respecting trial scheduling and evidence documents.

Prepares and files correspondence for the Community Services Department, the Canadian Food and Inspection Agency and the Ontario Ministry of Agriculture Farming and Rural Affairs respecting animal bites, suspected Rabies cases, cases and Livestock Valuations.

Maintains Quarantine files both hard copy and electronic records.

Places purchase orders and receives shipments for equipment and supplies.

Inventories office supplies for Animal Control Section.

Receives and records lost animal reports.

Performs intake respecting surrendered animals, stray animals, wildlife and deceased animals and provides for animal discharges and transfers.

Examines incoming animals for obvious injury or illness.

Arranges for the transfer of ill or injured animals to a Veterinary Clinic as required.

Prepares animal cadavers for storage and retrieves cadavers from storage for inspection.

Maintains and updates information on sectional databases respecting animal intake and disposition, and animal control enforcement requests and dog license sales.

Opens, date stamps and distributes mail.

Opens, date stamps and logs incoming inquiries.

Provides services to customers including license sales, animal intake, animal claims and donations.

Receives and dispatches animal control complaints and updates customer service and enforcement databases as required.

Receives payments for dog licenses, animal surrender, pound fees and other user fees as required.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned as which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous administrative experience in a customer service capacity related to duties listed above normally acquired through a combination of education and work experience.
2. Previous relevant experience working/dealing with animals (all types and breeds).

3. Experience in a computerized environment. Good working knowledge of Microsoft Office (Word, Excel, and Outlook) and database software (Hansen). Ability to input data accurately at an intermediate level retrieve and manipulate data at an acceptable speed, as well as ability to maintain database. .
4. Demonstrated ability to work with a minimum of supervision.
5. Effective communication skills and the ability to relate to seniors, the public, staff and government agencies.
6. Demonstrated ability to identify breeds of animals.
7. Demonstrated ability to determine an animal's gender.
8. Demonstrated ability to determine if an animal has been neutered.
9. Demonstrated ability to determine an animal's age and health.
10. Demonstrated ability in operating two-way radio equipment.
11. Demonstrated ability to assess urgency of calls and dispatch staff as required.
12. Knowledge of Hansen would be considered an asset.
13. Demonstrated ability to prioritize work and possesses good organizational skills.
14. Significant attention to detail to ensure accuracy in reconciling licence fees and processing licence applications.
15. Experience in creating statistics.
16. Must experience no allergic reactions to animals or chemicals utilized in the shelter.