

CITY OF HAMILTON

CHANGES OF DEC 2018

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT

(LICENSING & BY LAW – ANIMAL CONTROL - LOCATION - 247 DARTNALL ROAD)

ANIMAL INTAKE AND CARE ASSISTANT - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Animal Services provides general customer services respecting animal licensing and animal sheltering receives and processes payment transactions and payment of by-law infractions. Inputs, updates data to maintain records. Balance daily receipts and reconciles to legends, provides general care for animals held in custody. Cleans cages of all animals housed in the shelter. Responds to the pager to escort the public to the kennels to look for lost pets.

GENERAL DUTIES

Provide sensational customer service at the front counter for the general public respecting animal licensing, by-law infraction payments and animal sheltering.

Answer telephone inquiries, interpret and explain policies and procedures regarding Animal related matters to the public.

Provides general care for animals held in custody. cleans cages, provides food and water and routine medical care.

Assists in the intake of aggressive, difficult or unpredictable animals.

Monitors the general health of all animals and reports changes in health, temperament or behaviour to the Veterinary Technician.

Receive and respond to routine inquiries from Animal Services staff, staff from other Departments, outside agencies and the public by phone and in person.

Forward inquiries or requests for services or enforcement to appropriate staff as required.

Perform intake respecting surrendered animals, stray animals, wildlife and deceased animals and provide for animal discharge and transfer.

Completes adoptions agreements as required.

Examine incoming animals for obvious injury or illness.

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

Receive and record lost animal reports and escort owners looking for lost animals through shelters.

Prepare animal cadavers for storage and retrieve cadavers from storage for inspection.

Maintain and update information on the Section databases respecting animal intake and disposition, animal control enforcement requests and dog license sales.

Receive payments for dog licenses, animal surrender, pound fees and other user fees.

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.

Assist with the inventory of office supplies as directed.

Assists with dog assessments.

Escorts members of the public through the shelter.

Provide coverage for Animal Care Attendant when 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.

Perform other duties as assigned 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. Demonstrated ability to identify breeds of animals and previous experience with assessing dogs' behavior. Experience related to caring for animals which are in custody normally acquired by a combination of education and work experience.
3. Demonstrated experience in a computerized environment. Must have excellent computer skills with intermediate knowledge of Microsoft Office XP (Word & Outlook). Ability to input, retrieve and manipulate data at an intermediate level as well as ability to maintain databases. Knowledge of Hansen and Legend software would be considered an asset.
4. Previous cash handling experience.
5. Demonstrated experience to work with a minimum of supervision.
6. Effective communication skills and the ability to relate to seniors, the public, staff and government agencies.
7. Ability to lift 50lbs
8. Must not be or have allergic reactions to animals.

Job Desc NO. 7150

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE