



*Every pet deserves a good life. We save the most vulnerable animals and enrich the lives of pets and people. Our mission is made possible with the hard work of our valued employees. We offer a friendly, professional work environment with a culture that promotes innovation, compassion, and excellence.*

**Job Title:** Behavior & Training Manager

**Department:** Adoption Center

**Position Status:** Full-Time, Exempt

**Reports To:** Animal Care Director

**Schedule:** Tuesday-Saturday, Occasional On-Call Shifts Required (40 Hours per week)

**Starting Pay:** \$47,000 - \$52,000 annually (Based on experience)

**POSITION SUMMARY:**

The Behavior and Training Manager administers animal behavior and enrichment programs, trainings, and assessments. Work includes conducting animal training and activities to include positive reinforcement; developing animal training techniques; determining canine play groups; performing canine intake testing; assessing and evaluating new animal training methods and equipment; teaching proper methods to others; developing curriculum; and designing training aids.

**DUTIES & RESPONSIBILITIES**

**Including but not limited to:**

Intake

- Support the Intake Manager by providing assessments on dogs at source shelters to ensure intake criteria is met.
- Counsel adopters who need support via a behavior consultation, provide resources for success, trainer referral, or relay to the Intake Manager when necessary.
- Collect information from owner's who are experiencing behavior issues with their adopted pet concerning issues related to human bites, animal bites, guarding and/or other elevated behaviors.
- Support dog adopters who are in the process of surrendering due to severe behavior issues. Counsel them with transparency and compassion.

Animal Care

- Stays up to date on the latest trends of animal behavior in the context of a shelter environment.
- Determine and design individual training programs (Behavior Modification Programs) for shelter animals to improve behavior and/or decrease kennel stress.
- Evaluate behavior of shelter animals for adoptability as family pets in conjunction with the Adoption Center departments heads.

- Design, schedule and oversee animal socialization for staff and volunteers including canine play groups and proper times for socialization.
- Use Shelterluv to keep accurate animal inventory, write animal behavior and other memos, submit medical exam requests, place holds on animals, and keep up-to-date with all staff communication.
- Provide support to adoption counselors for animals being adopted with behavior plans to ensure potential adopters have any information needed to be successful.
- Assist in behavior foster care education for the proper training of foster animals.
- Develop and provide behavior action plans and daily enrichment plans to the animals and monitor staff and volunteers to make sure plans are being implemented correctly.
- Maintain excellent knowledge of Adoption Center medical procedures, vaccines, preventatives, behavior and training of both dogs and cats, retail products and why/how they are helpful in adjusting a new dog or cat.
- Conduct daily rounds, monitoring the mental health of animals in our care (both onsite and in foster care). Intervene when necessary with behavior plans. Communicate concerns to the Animal Care Director.
- Help support senior staff when making difficult outcome decisions. Assist in communicating decisions to volunteers and other staff if needed.
- Conduct routine check-ins with adopters with a priority to dogs with a behavior plan.
- Provide support to staff that have concerns/questions about specific behavior issues.

#### Publicly Owned Animals

- Provide referral information and advice on animal behavior issues, training methods, training equipment and animal trainers.
- Maintain a list of BRHS approved trainers for our referral list.
- Develop and/or direct behavior seminars and workshops for staff, volunteers and the public to help them better understand animal behavior.
- Develop and Instruct group dog and cat training classes to the public as well as shelter staff and volunteers.
- Practice outstanding customer service for all customers, including people seeking behavioral guidance with their adopted animals. Actively follow-up with dogs with behavior consults.
- Develop and/or direct behavior seminars and workshops for the public to help them better understand animal behavior. Use owner surrender data to inform topic.

#### Training

- Act as mentor and leader by sharing expertise and knowledge to other staff at the organization.
- Develop and/or direct behavior seminars and workshops for staff and volunteers to help them better understand animal behavior.
- Provide oversight and coaching of contract trainers.
- Oversee, recruit and work in conjunction with volunteers for enrichment, socialization and training of shelter animals.
- Ensure all staff and volunteers are trained to properly identify and assist with problem behavior, modification and/or prevention.
- Develop and Instruct group dog and cat training classes to shelter staff and volunteers.
- Assist, train and oversee staff and volunteers with safe animal handling, behavior basics and breed identification.
- Prepare articles for BRHS publications and serve as animal behavior resource for local media (press, print and social media).

- Actively engage members of the public from the moment they arrive, assist and answer any questions.
- Other duties as assigned.

*Work is evaluated by periodic checks for overall effectiveness and results achieved. Written evaluations are done at the end of the initial probationary and annually thereafter on the anniversary date. Operational guidelines are set forth by the Executive Director and presented in the Employee Handbook as well as in department Standard Operating Procedures.*

## **QUALIFICATIONS, WORK ENVIRONMENT, & PHYSICAL DEMANDS**

*To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- High School graduate; CPDT, CTC, or equivalent credentials preferred.
- Proven experience teaching public dog training classes; 3 years minimum.
- Experience working in an animal shelter; 3 years minimum.
- Experience in the use of positive reinforcement methods, including appropriate use of humane training products is required.
- Must be comfortable speaking with members of the public, in front of groups, over the telephone, and communicating via email.
- Competent in behavior evaluations, both feline and canine.
- Must share Blue Ridge Humane Society's commitment to animals.
- Strong organizational and customer service skills.
- Proficiency in Microsoft Office applications.
- Ability to function as part of a team and work with volunteers.
- Highly motivated and self-directed.
- Must be comfortable working with animals of varying temperaments in noisy conditions.
- Must be willing to work outdoors in varying temperatures and weather conditions.
- Ability to work with a diverse population and establish and maintain effective and harmonious working relationships with the public, donors, volunteers, staff and management in a respectful and courteous manner.
- Excellent verbal and written communication, and problem-solving skills.
- Good judgment when dealing with the public, decision making, and dealing with confidential information. Ability to effectively handle difficult interpersonal situations, including tactfully handling of angry and upset individuals when necessary.
- This position requires that the individual be able to stand, stoop, walk, crawl, kneel, crouch, and sit for periods of time. The ability to lift a minimum of 50lbs. and maneuver large, cumbersome objects. This individual may be working with potential biohazards related to animal exposure (airborne allergens, contact reactions) and may be exposed to animal diseases and/or diseased animals. Must be able to work safely with a variety of cleaning materials.
- This is an essential position supporting animal care requiring possible scheduled attendance on holidays and during emergency conditions, such as inclement weather.

- Must love animals AND people!

Must be willing to give permission for a background check and a DMV report. Must possess a valid unrestricted driver's license with a driving record acceptable by Blue Ridge Humane Society's insurance carrier. May be asked to submit to drug testing during employment.

*Blue Ridge Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Blue Ridge Humane Society complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

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Employee Printed Name

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Signature

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Date