

Job Title: Animal Behavior Manager



Reports To: Director of Animal Welfare

Schedule: Varies (includes weekends)

FLSA Status: Non-exempt

Type: Full-Time

Summary: The Animal Behavior Manager is responsible for behaviorally assessing animals and identifying their behavioral needs; maintaining and improving the adoptability of shelter animals through enrichment and implementation of behavior modification protocols; providing staff and volunteer training and skill development; and increasing retention of adopted animals through timely follow up and behavioral counseling.

Essential Duties and Responsibilities Include:

Administrative

- Perform administrative tasks such as email, phone messages and monthly statistics.
- Select and maintain animal training equipment. To include timely ordering of training supplies.
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- Demonstrate proficiency in use of Microsoft Office Applications by maintaining spreadsheets, word documents and communication through email.
- Maintain training logs and animal behavior memos in Vestafy (shelter software).

Shelter Duties

- Provide objective behavioral assessments of dogs and cats to identify behavioral needs. Utilize information gained through assessment to determine adoptability, provide adoption counseling and aid in selection of animals for intake.
- Play a key role in assessment and selection of animals for intake to HSC via owner surrender and intake from shelters.
- Maintain logs (memos) of behavioral notes in animal's files.
- Assist in creating and implementing behavior modification protocols for animals in care of HSC in an effort to improve adoptability.
- Provide enrichment for shelter dogs in the form of playgroups, exposure to novel stimuli, food puzzles etc.
- Provide enrichment for the shelter cats.

Staff and Volunteers

- Develop and conduct training programs for staff and volunteers as needed. Such training should develop and promote safe handling; improve understanding of animal body language, common animal behavioral concerns and their modification; and positively impact the adoptability of shelter animals.
- Work closely with staff and volunteers to identify behavioral needs of individual animals and implement specific behavior modification, training and enrichment plans to address those needs.
- Supervise volunteers assigned to the position of Behavior Specialist
- Communicate with staff and volunteers effectively.

Follow Up

- Provide referral information and advice on dog and cat behavioral concerns, training methods and training equipment.
- Manage behavior helpline.
- Provide timely follow up via helpline and email to adopters and pet owners in the community.
- Counsel community pet owners through private consultations provided at the shelter in an effort to increase pet retention in homes.

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
- Preferred: six months to one year related experience and/or training
- Excellent communication skills, to include the ability to effectively handle and diffuse high-stress and emotionally charged situations.
- Exceptional verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- High level ability to prioritize, organize and perform detailed tasks efficiently and with accuracy.
- Detail oriented and able to develop and execute project plans: prioritize duties, provide timely follow up.
- Computer literate in a Windows environment; proficient in Microsoft Office Applications.
- General knowledge of domestic dogs and cats.
- Ability to be objective, diplomatic and informative.
- Exhibit flexibility and professionalism.
- Basic math abilities; able to present numerical data effectively.
- Must have a great sense of humor and enjoy working in a relaxed office environment
- Must be comfortable interacting with dogs and cats
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including evening and weekends as needed
- EOE

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals

Physical Demands:

- Must be able to lift & move up to 25 lbs

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature: _____

Printed Name: _____

Date: _____