

Job Title: Behavior & Training Coordinator



Reports To: Shelter Operations Manager

Schedule: Sunday-Thursday 8am-4:30pm (flexible schedule)

FLSA Status: Non-exempt

Type: Full-Time

Summary: The Behavior & Training Coordinator is responsible for coordinating compassionate, transparent and thoughtful evaluations and recommendations to best support animals in the care of HSC and in homes in the community. This position is integral in maintaining and elevating the behavioral welfare of the dogs and cats at HSC and works in alignment with socially conscious sheltering to help ensure the best results for pets in shelters and in the community.

Essential Duties and Responsibilities Include:

Administrative

- Perform administrative tasks such as email and phone messages.
- Acknowledge and greet all clients in a professional and timely fashion, whether in person, email or telephone.
- Select, order, and maintain animal training equipment inventory.
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, judgement free and educational.
- Demonstrate proficiency in use of Microsoft Office Applications by maintaining spreadsheets, word documents and communication through email.
- Create and update Standard Operation Procedures (SOPs) when necessary.
- Maintain training records and animal behavior memos in PetPoint (shelter software).
- Gather, monitor and maintain data points and spreadsheets for reporting and grant writing purposes.

Shelter Duties

- Provide objective behavioral assessments shelter dogs and cats to identify behaviors and modification/enrichment needs. Use information gained through assessment to help determine the best possible pathway for the animal – adoption, foster, transfer, in-house behavior modification, in-home behavior modification/management, euthanasia.
- Create, implement, and monitor behavior modification/training/management plans for animals in care of HSC to ensure their mental and physical well-being and the safety of other animals/people interacting with the animal.
- Supervise and conduct dog-dog socialization assessments to identify an individual shelter dog's social skill with other dogs.
- Develop, coordinate, and oversee enrichment plans for shelter dogs and cats based on science-based theory.
- Provide behavior mentorship to partner shelters to promote and encourage mental wellbeing and safe placements of the animals in their care.
- Conduct post-adoption follow-ups and counseling for adopters of dogs and cats with take-home modification/training/management plans.

Staff and Volunteers

- Develop and conduct training programs for staff and volunteers as needed to promote safe handling; improve understanding of animal body language, common animal behavioral concerns and their modification; and positively affect the adoptability of shelter animals.
- Work closely with staff and volunteers to help identify behavioral needs of individual animals and implement specific behavior modification, training and enrichment plans to address those needs.
- Recruit, train and coach volunteers to assist in shelter enrichment and other behavior and training related positions.

Customer Service

- Counsel adopters through private consultations over phone/email or at the shelter in an effort to increase pet retention in homes or successful rehoming outside of shelter.
- Provide referral information and advice on dog and cat behavioral concerns, training methods, and training equipment.
- Provide timely follow up via phone and email to adopters and pet owners in the community.

Qualifications/Expectations:

- **Required:** A minimum of 2 years professional animal handling experience
- **Preferred:** CPDT-KA certification, or any other accredited positive reinforcement-based Dog Training certification.
- Minimum 1-year experience working in a shelter environment, ideally in behavior related role.
- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community as well as in shelter.
- Ability to remain objective, diplomatic and informative during assessments and note-taking.
- Alignment with socially conscious sheltering model and support for responsible pathway planning for shelter animals.
- 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 and provide timely follow up.
- Computer literate in a Windows environment; proficient in Microsoft Office Applications.
- General knowledge of domestic dogs and cats.
- 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.
- Willingness to be vaccinated for rabies pre-exposure.
- Willingness to participate in humane euthanasia, become a Certified Euthanasia Technician, and certified as a rabies vaccinator.
- 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 50 lbs
- Must be prepared to handle or work with animals weighing up to 100lbs and exhibiting a variety of behavior challenges.

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

Signature: _____

Printed Name: _____

Date: _____