

The Peninsula Humane Society & SPCA

Animal Behavior Assistant

Job Description

Job Title: ANIMAL BEHAVIOR ASSISTANT

Division: Operations

Reports To: Director of Behavior & Training

FLSA Status: Full time, Non-exempt

Salary: \$18.94 per hour

Summary:

As part of the Behavior & Training team, helps determine adoption potential for dogs and cats, increases animals' adoption potential through one-on-one work, provides counseling during some adoption sessions, fields helpline calls and teaches a variety of dog training classes for volunteers and the public.

Essential Duties and Responsibilities:

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Update the TLC boards as assigned
- Assist and lead a group of volunteers in teaching training classes for shelter animals
- Perform behavior modification for selected shelter dogs & cats on a daily basis
- Assist in training department volunteers
- Perform behavior assessments for shelter animals safely and according to established protocols. Work in conjunction with Department managers to determine the disposition of animals for euthanasia or adoption due to behavior reasons.
- Maintain a positive, educational approach with a willingness to listen when dealing with the public, the staff and volunteers
- Counsel and work with the public on issues related to responsible animal care, i.e. spaying/neutering, vaccinations, vet care, identification, animal behavior, adoptions, etc.
- Lead the Enrichment program as assigned

- Field Animal Behavior Helpline calls, always maintaining a customer-friendly approach
- Adhere to the department's philosophy to only use positive reinforcement methods for training
- Conduct one-on-one behavior consultations for recent adopters
- Effectively manage emotionally charged situations with customers, volunteers and staff
- Work effectively under pressure in a fast-paced and often emotionally challenging environment.
- Help prepare program reports as needed
- Actively collaborate with other departments

Supervisory Responsibilities:

Supervise volunteers in behavior programs.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must have customer service and previous animal handling experience. Behavior experience would be a plus. Ability to work well with and communicate effectively both orally and in writing with the public, staff and volunteers. Must be highly motivated toward the welfare and humane treatment of all animals. Upon hire, the individual must successfully complete a background check.

Education and/or Experience:

One to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, volunteers, and other employees of the organization.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to read and monitor dog and cat behavior. Must show maturity, good judgment, and professionalism. In addition, must be able to work efficiently under pressure. Also must demonstrate a friendly, open demeanor.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Chameleon Database software; Internet, MS Outlook Internet software; some report writing Spreadsheet software and MS Word, Word Processing software.

Physical Demands:

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; toxic or caustic; ; possible exposure to parasites and zoonotic diseases; chemicals and outside weather conditions. The noise level in the work environment is usually moderate to loud.

We are an Equal Opportunity Employer and welcome a diverse pool of applicants.
EOE/M/F/D/V/SO

