



**Job Title:** Animal Behavior Coordinator  
**Division:** Operations  
**Reports to:** Behavior & Training Director  
**FLSA Status:** Non-Exempt/Full Time/ Non-Union  
**Salary:** \$22.00 - \$25.00/hour (DOE)  
*Excellent Benefits Package Available*

**Summary:** Support the shelter's growing Animal Behavior Department which 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 offers several levels of dog training classes for the public. PHS-SPCA, an open-door shelter which accepts all animals, has placed 100% of healthy (physically and behaviorally) dogs and cats into new homes since 2003. The Behavior Department uses positive-only reinforcement at all times.

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

- Help prepare program reports as requested by the supervisor.
- Field Animal Behavior Helpline calls, both in English and Spanish (if bilingual) always maintaining a customer friendly approach
- Educate and inform the general public about PHS/SPCA programs, events, policies and procedures
- Effectively manage emotionally charged situations with customers, volunteers, and staff
- 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.
- Leading a group of volunteers teach training classes for shelter animals
- Periodically update written behavior information for the public (responsibility shared by all department members); and write weekly brief behavior advice column for local paper (responsibility shared by two department members)
- Update the TLC board (responsibility shared by most department members)
- Perform administrative duties and other projects as assigned by Department Manager
- Perform behavior assessments for shelter animals safely
- Develop and perform behavior modification plans for selected shelter dogs & cats on a daily basis
- Deliver off-site presentations upon request
- Teach training sessions for volunteers (group sessions and one-on-one shadows)
- Maintain a positive, educational approach with a willingness to listen when dealing with the public, the staff and volunteers



- Ability to conduct one-on-one behavior consultations for recent adopters and other pet owners
- Conduct Pet Assisted Therapy Evaluations
- Oversee the Enrichment program
- Actively collaborate to grow the Behavior Foster Care Program

**Supervisory Responsibilities:**

Supervise volunteers in the behavior program

**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 and behavior experience. 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, must pass a background check.

**Education and/or Experience:**

High school diploma or equivalent; and one to two years related experience and/or training; or equivalent combination of education and experience.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few 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. Ability to demonstrate a friendly, open demeanor.

**Computer Skills:**

Should have knowledge of Chameleon database software or become proficient within the probationary period (first six months from hire date). Basic knowledge, or become proficient with Microsoft Office and computer keyboarding skills, and data entry.

**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 stand, walk, sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds.



**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 frequently exposed to outside weather conditions. The employee is occasionally exposed to moving mechanical parts, zoonotic disease, exposure to aggressive/feral animals and toxic or caustic chemicals. The noise level in the work environment is usually loud.

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