



Job Title: Assistant Manager, Animal Behavior & Training
Division: Operations
Reports To: Director, Animal Behavior & Training
FLSA Status: Exempt/Full-Time/Non-Union
Salary: \$58,240.00 per year
Excellent Benefits Package Available

Summary: Provides daily leadership, direction and supervision with hands on support to the Behavior & Training department. Oversees daily operations to ensure that all behavior and training programs and functions run smoothly. Assists the Department Director in evaluating, developing and implementing programs and procedures.

Essential Duties and Responsibilities: include the following (other duties may be assigned):

- Responsible for the department operation in the Director's absence.
- Assist with performance evaluations and disciplinary measures for the department employees.
- Perform behavior assessments for shelter animals safely and according to established protocols. Work in conjunction with department staff to determine disposition of animals for euthanasia or adoption due to behavior.
- Develop and perform behavior modification plans for select shelter dogs and cats.
- Maintain acumen on current research and best practices in animal welfare as related to behavior and training.
- In conjunction with department Director, periodically assess and revise department practices and protocols as needed in order to maintain excellence in shelter operations and public services.
- Actively collaborate with other departments.
- Prepare some program reports.
- Be actively involved with the updating of written behavior information.
- Lead a group of volunteers in teaching training sessions for shelter animals.
- 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.
- Conduct one-on-one behavior consultations and meet with potential adopters as needed.
- Adhere to the department's philosophy to only use positive reinforcement methods for training.
- Effectively manage emotionally charged situations with customers, volunteers and staff.
- Deliver off-site presentations upon request.
- Work effectively under pressure in a fast-paced and often emotionally challenging environment.

Supervisory Responsibilities:

Supervises volunteers in behavior programs and other department employees as assigned by the Director.

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; Training and/or consultant certification from APDT, IAABC, or similar training academy; At least three years related experience and/or training required.

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, clients, 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. Ability to 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.

The employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to 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 chemicals and outside weather conditions. May be exposed to parasites and infectious diseases. 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*