

Job Title	<i>Behavior Coordinator</i>
Reports To	<i>Senior Manager of Animal Behavior & Training</i>

Job Purpose

The purpose of our Behavior Coordinator is to provide support to the Behavior Manager. The Behavior Coordinator will implement behavior modification plans created by the Behavior Manager. The Behavior Coordinator will provide support and guidance to both staff and volunteers as it pertains to animal handling.

Duties & Responsibilities

The Behavior Coordinator is responsible for coordinating the Behavior program including, but not limited to:

- Responsible for communicating and helping employees/volunteers implement and provide shelter animals with programs that have been created by the Manager of Animal Behavior & Training for those animals that have:
 - Not passed temperament test.
 - Animals who have passed temperament test but cannot be on the adoption floor due to kennel behavior/reactivity.
 - Adoptable animals who are declining or do not show well on the adoption floor.
- Develop, communicate, and ensure all staff and volunteers follow through with enrichment plans.
- Complete retesting of animals that do not pass SAFER test until animal can be placed up for adoption.
- Complete daily Operation Rehab Resource Guarding Training.
- Provide obedience training for dogs that are in need of basic skills.
- Create, implement, and update litterbox charts and litterbox interventions weekly for cats that have been surrendered to the shelter with negative litterbox habits.
- Counsel adopters on behavior issues with animals including but not limited to, resource guarding, under socialized, fearful of strangers, and house breaking concerns.
- Update all completed cat test into the PetPoint System and update the animal's adoption kennel card.
- Alert Manager of Animal Behavior & Training to any cats that may qualify for HSHC's Barn Cat Program.
- Complete all Community Call Backs in regards to animal's behavior and ensure to engage the Behavior Manager on any serious behavior concerns.
- Work directly with the Behavior Manager, Animal Care Manager, and Leads to provide guidance to staff with concerns of animal's negative behavior.
- Communicate to the Behavior Manager any questions and concerns from staff or volunteers regarding an animal's behavior.
- Perform daily rounds of animals to identify animals having difficulty adjusting to the shelter life and discuss with the Behavior Manager.
- Coordinate with medical staff to identify animals with medical/behavioral needs.
- Assist kennel staff with feedings, showings of animals, meet and greet etc.
- Pull weekly list of behavior holds and give suggestions for updates to the Manager of Animal Behavior and Training.

Qualifications, Applicants must:

Philosophically

- Embrace and foster a positive, “whatever it takes” culture throughout the department.
- Embrace our no-kill philosophy and be driven by our life saving measures.

Hard Skills

- Be Fear-Free Certified or the ability to do so.
- Have 2 years or more of animal training experience.
- Be highly proficient using a computer including experience using Microsoft Office, email, and entering/searching for information in data management software such as PetPoint, Excel, or another equivalent database.
- Be able to lift a minimum of 50 lbs. without health risk.
- Be able to perform physical activity (bend/stand/lift) for 8-10 hours a day.

Soft Skills/Other

- Be a self-starter with excellent problem-solving skills and initiative.
- Be able to multitask, problem-solve and prioritize appropriately.
- Be an excellent communicator—both written and verbal.
- Be comfortable navigating difficult and stressful situations that may require conflict resolution between employees and/or customers.
- Be able to pivot and react quickly to the unplanned challenges that often occur in our world each day.
- Be flexible to work some nights and weekends.
- Thrive in a fast-paced work environment where you are surrounded by the distractions of animal sounds, smells, and their respective allergens.

I have read the above job description. I agree that I understand and can perform all duties outlined in the above description.

Employee Signature

Date

Supervisor Signature

Date