

<b>Job Title</b>	<i>Behavior Manager</i>
<b>Reports To</b>	<i>Senior Operations Manager</i>
<b>Salary Range</b>	<i>Starting Salary \$40,000 Negotiable based on relative experience</i>

### Job Purpose

At the Humane Society for Hamilton County, caring for animals isn't just a job – it's our passion. The impact we make is life-changing for the animals in our care and the people who love them. If you would like to spend your work days with animals in our beautiful new state-of-the-art facility and make a difference, the Behavior Manager position may be the perfect fit for you!

The purpose of the Behavior Manager is to implement, manage, and track enrichment programs for all shelter animals. This role will develop, implement, manage, and track behavior modification plans for shelter animals as well as address animals that are experiencing fear, stress, and anxiety on a daily basis. This role serves as a liaison to all staff, volunteers, our partners, and adopters in need of behavior support. The Behavior Manager will manage the volunteer operation rehab team and is responsible for training all staff and volunteers.

### Duties & Responsibilities

**The Behavior Manager is responsible for managing all aspects of our Behavior program including, but not limited to:**

- Responsible for developing, communicating, implementing, and providing shelter animals with behavior modification programs for those animals that have:
  - Not passed a temperament test
  - Animals who have passed a 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.
- Manage behavior team of volunteers to ensure implementation of behavior modification programs.
- Develop, communicate, and ensure all staff and volunteers follow through with enrichment plans.
- Work with front office staff to ensure appropriate approval and placement for adoptable animals.
- Work directly with Animal Care Manager to ensure proper placement of all animals who have shelter based behavior.
- Work directly with Animal Care Manager to ensure all additional safety handling protocols are followed through with.
- Work directly with the Senior Operations Manager and Lead Volunteers to provide training to address staff concerns of animals with negative behavior.
- Perform daily rounds of animals to identify animals having difficulty adjusting to the shelter life while strategizing their placement and presentation to increase adoptability (i.e. good with other dogs, good with cats, commands known)
- Evaluate animals with questionable temperaments or history of concerning behaviors.
- Place appropriate behavior holds on animals via Pet Point software.

- Review animal's "level" and change depending on behavior history.
- Place appropriate animals into the behavior approval process and perform the behavior approval meetings with the assistance of the Behavior Coordinator.
- Counsel adopters on behavior issues with animals including but not limited to, resource guarding, under socialized, fearful of strangers, house breaking concerns, etc.
- Coordinate with staff and volunteers about any special needs of animals in the shelter.
- Coordinate with medical staff to identify animals with medical/behavioral needs, including behavior modification medication.
- Assist kennel staff with feedings, showings, meet and greet etc. when necessary.
- Adoption follow up phone calls and emails returned within 48 hours. This includes behavior inquires.
- Provide behavior advice to the public prior to animal being at HSHC.
- Ensure all database systems are up to date with all behavior information.
- Communicate to the Senior Operations Manager any questions and concerns from staff or volunteers regarding an animal's behavior.
- Coordinate animals going into daycare situations weekly.
- Work with the Senior Operations Manager, Marketing Team, and Volunteer Profile Writer to draw focus to longtime residents.
- Work with the Foster Department on urgent animals that are needing foster care.
- Review animal profiles on a weekly basis—cats and dogs—to ensure that the descriptions are accurate and do not reflect old information.
- Pulls a holds report every month to ensure animals holds are up to date.
- Track all behavior modification training expenses and budgeting.
- Assist in raising enrichment funds through owner surrenders, fundraisers, etc.
- Track training credits from corporate sponsorship agreements.
- Provide weekly report to management team regarding updates of behavior animals during the Operations Meeting.
- Ensure that all behavior animals are meeting time guidelines for improvement during behavior modification plans.
- Work with the Corporate Sponsorship & Events Manager when renewing yearly training facility corporate sponsorships.
- Assist the Senior Operations Manager in rescue efforts.
- Manage the Behavior Coordinator to ensure job duties are being performed.
- Rotate in the Manger on Duty (MOD) schedule to assist with the daily operations of the shelter including but not limited to closing duties.
- Performs additional tasks as assigned.

## **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 8-12 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.

## Benefits Package

- Full-Time employees are eligible for benefits after 60 days of employment. HSHC offers several insurance options, including but not limited to medical (Anthem), dental, vision, Long/Short Term Disability, FSA/HSA, Identity Theft Protection, and Life Insurance.
- Generous vacation and paid time off accrued from day one.
- **Robust Pet Benefits Package for employee owned pets.** Includes annual vaccines, diagnostics, x-rays, preventatives, and prescription medications (requires a DVM script) at cost. Other select pet supplies like potty pads, carriers, food, bowls, bedding, etc. are available at no cost in the designated 'free' storage bins.
- Retirement plan option available.

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***Qualified candidates should apply online OR email a resume and cover letter to [humanresources@hamiltonhumane.com](mailto:humanresources@hamiltonhumane.com).***

*Thank you for your interest in pursuing a career at the Humane Society for Hamilton County. HSHC is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to their race, color, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, gender identity, domestic partner status, or any other status protected by federal, state, or local law. Applicants are not required to live in Hamilton County.*

*This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.*