



## **Job Description Animal Behavior Manager**

**REPORTS TO:** Associate Director of the Animal Experience

**DIRECT REPORTS:** 5

**INDIRECT REPORTS:** 8

**STATUS:** Full-time, salaried, exempt

**SCHEDULE:** 40 hours, variable, including Saturdays

### **MISSION**

Foothills Animal Shelter's mission is: Providing support to our surrounding community through education, services that strengthen the human-pet bond, and humane care for the animals we serve.

### **VALUES**

All employees and volunteers are expected to embody the Shelter's Values which are to have honesty and integrity in all that we do, with the following values as our guide:

- **Stewardship:** Assume responsibility and ownership for our actions within our shelter and our community.
- **Positive Culture:** Create a safe, supportive environment for the health, wellbeing, and development of staff and volunteers.
- **Openness:** Nurture an innovative, inclusive, and creative environment that cultivates conversations and relationships that actively work towards the future.
- **Team Oriented:** Build relationship, embrace teamwork, and foster collaboration in pursuit of our Mission.

### **POSITION SUMMARY**

The animal behavior manager is responsible for considerate and efficient evaluation, movement, and placement of animals in the care of Foothills Animal Shelter (FAS). The animal behavior manager oversees a team of intake and assessment coordinators who receive, evaluate, and recommend appropriate outcomes for shelter animals, as well as a team of behavior staff who provide daily behavior support and adoption counseling for animals enrolled in behavior support programs. The animal behavior manager develops and maintains programs and procedures to ensure animals are cared for in a manner consistent with FAS's evaluation, enrichment, behavior support, and adoption programs.

### **RESPONSIBILITIES**

#### **Department Operations**

- Manages the shelter's behavior evaluation, behavior support, and enrichment programs.
- Ensures animal records related to behavior assessments and behavior support are accurately maintained in the Shelter's animal management software.

- Monitors inventory of “in care behavior” dogs to ensure all are accounted for and have the proper status assigned to them.
- Under the guidance of the associate director of the animal experience, maintains and updates standard operating procedures (SOPs) for the behavior department to ensure safe and efficient operations.
- Ensures all department and program operations are compliant with the Colorado Pet Animal Care and Facilities Act (PACFA) and all other applicable state and local animal care and sheltering requirements.
- Monitors inventory of supplies and equipment, placing orders or issuing purchase requests for supplies as needed.
- Effectively manages resources, both people and dollars, for the maximum benefit of the organization.

### **Behavior Support and Enrichment Program Development**

- Supports Fear Free™ principles and positive reinforcement as the primary training method used and recommended by FAS.
- Works collaboratively with the associate director of the animal experience to identify and enroll animals appropriate for behavior support programs.
- Implements enrichment and maintenance programs for shelter animals with attention to the care and promotion of animals whose residency may exceed the average length of stay for their species, including animals in the court hold program. Prioritizes minimizing length of stay for the benefit of the animal wherever possible.
- Stays informed of progress of shelter animals enrolled in behavior support programs, facilitates decisions to advance to adoption program, euthanize, or transfer out.
- In collaboration with associate director of the animal experience, reviews and approves behavior related euthanasia decisions daily; maintains certification to perform euthanasia of animals.
- Under the guidance of the associate director of the animal experience, expands or implements new programmatic initiatives to further FAS’s mission as it relates to behavior and enrichment programs.
- In collaboration with the associate director of the animal experience and shelter veterinarians, presents cases that are potential candidates for drug therapy based on in-shelter and historical behavior and ensures treatment plan is implemented.
- Performs the duties of any behavior personnel as necessary to ensure efficient departmental operations.

### **Client Service**

- Ensures departmental operations are aligned with FAS’s SPOT values.
- Ensures phone calls and e-mail communications directed to the behavior department are returned within reasonable time frames.
- Develops and implements strategies to enhance adoption counseling for behavior support program enrollees. Ensures the availability of behavior staff and volunteers to support the adoption program, with emphasis on the socialization and behavior support of juveniles and those animals enrolled in behavior support programs.
- Regularly communicates with the public regarding the outcome of surrendered animals, including euthanasia outcomes. Ensures the animal reclaim program is administered accurately with thorough documentation of client communications.

- May speak with members of the public who are considering surrendering their pet, especially when the animal's behavior is informing the reason for surrender.

### **Employee Development and Supervision**

- Provides organization-wide training on animal behavior, including dog and cat behavior training for new volunteers and employees.
- Responsible for the development and supervision of all direct and indirect reports, including hiring, orientation, training, coaching, recognition, guidance, and overall performance.
- Identifies areas of need and coordinates staff training for all direct and indirect reports on topics including animal care and husbandry, behavior and safety, disease management, data entry and integrity, program operations, and workplace safety.
- Identifies and promotes advanced learning opportunities for team members.

### **Interdepartmental Collaboration**

- Collaborates with the development team to identify animals appropriate for community and fundraising events. Identifies and shares shelter success stories for use in fundraising initiatives.
- Works closely with the volunteer department to recruit and onboard behavior services volunteers. Provides on-the-job training for volunteers appropriate to their assignment, including workplace safety. Ensures volunteers receive appropriate and timely feedback in a respectful and appreciative manner.
- Works closely with the foster department to support the behavioral needs of the animals seeking foster placement. Supports foster volunteers by providing advice and support related to meeting the behavioral needs of the animals in their care.
- Works closely with the veterinary services team to support the behavioral needs of animals undergoing medical treatment. Ensures treatment plans are adhered to while providing behavior support and enrichment. Stays informed of status of animals with both medical and behavioral complexities to aid sound decision making.
- Assists animal control officers with considerate removal, handling, and placement of animals arriving via an animal control vehicle.

### **Safety**

- Promotes and follows all safety guidelines to ensure a safe work environment.
- Conducts injury and accident investigations and reviews accident reports for deficits in training, facility safety, or noncompliance with safety protocols.
- Takes immediate action to address any safety concern or noncompliance with OSHA safety rules that could put an employee, volunteer, patron, animal or the organization at risk.

### **Other Duties**

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **REQUIRED EDUCATION AND EXPERIENCE**

- Minimum three years of animal welfare experience where key responsibilities included animal behavior (training, evaluations, and/or handling) and shelter operations.
- Minimum two years of supervisory or leadership experience.

- Certification in animal training and behavior counseling. One or more of the following certifications is strongly preferred: Certified Trainer and Behavior Counseling through Jean Donaldson's Academy of Dog Trainers (CTC); Karen Pryor's Academy Certified Training Partner (KPA-CTP); or Certified Pet Dog Trainer (CPDT).
- Fear Free Shelter certified or become Fear Free Shelter certified within 60 days of employment.
- Euthanasia certification or the ability and willingness to obtain one within six months of employment required.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Excellent verbal and written communication skills.
- Strong analytical and problem-solving skills.
- Ability to multi-task and maintain composure in a fast-paced environment while providing courteous service to potentially difficult, emotional, or frustrated clients.
- Actively contributes to a supportive team and environment by demonstrating resilience and optimism while undertaking challenging tasks to accomplish our mission.
- Ability to maintain the highest levels of confidentiality when dealing with proprietary information and sensitive situations.
- Advanced knowledge of animal sheltering practices; highly supportive of open admissions practices.
- Demonstrated ability to work cooperatively with volunteers within an animal care environment and communicate in a respectful, appreciative manner.
- Ability to manage the emotional aspect of end of life services and humane euthanasia, and support employees in high-emotion circumstances.
- Computer proficiency in Microsoft Office including word processing, spreadsheets, meeting software, and email; proficient with animal management software and shelter databases.

#### **WORKING CONDITIONS**

- Ability to work 8 to 10-hour shifts; must maintain flexibility in work schedule to respond to emergencies or work as needed.
- Noise, odors, chemical fumes, animal hair/dander are encountered due to equipment and animals.
- Subject to animal bites and scratches.
- Occasional lifting of up to 50 lbs.
- Ability to manage animals of all sizes on leash.
- Ability to be outdoors in all weather conditions year-round.

#### **EQUIPMENT USED**

- Animal handling equipment and assessment tools: slip leads, catch poles, nets, etc.
- Medical equipment such as needles, x-ray equipment, and surgical tools.
- Basic office equipment: telephone, computer, projector, printer, copier.
- Cloud-based data management software.
- Vehicle use (company provided and personal).
- Chemicals and cleaning tools to provide care for the animals.

**About Foothills Animal Shelter:** As an open admission shelter, our doors are always open to pets in Jefferson County, and we are committed to serving our community as a socially-conscious shelter. We

care for more than 9,000 dogs, cats, and small animals every year with a compassionate team of staff and volunteers. We are a community resource and offer a variety of services including pet adoption, supporting animals and patrons in need through our better together programs, Jefferson County pet licensing, and reuniting lost pets with their families. The Shelter is established under an intergovernmental agreement between Jefferson County, the City of Arvada, the City of Lakewood, the City of Wheat Ridge, the City of Golden, the City of Westminster and the City of Edgewater.

**Benefits:** Foothills Animal Shelter offers a competitive total compensation package. Full-time employees become eligible for medical, dental, vision, life insurance, disability insurance, and an array of supplemental benefits after 60 days of employment. Foothills offers coverage of the premiums for employee-only medical, dental, vision, and long-term disability plans. Full-time employees earn sick and vacation time each pay period, plus six recognized holidays. After six months of employment, employees who complete eligibility requirements may enroll in a 401K retirement plan that we will match up to 4%.