Job Title: Training and Behavior Coordinator

Department: Training and Behavior Department

Classification: Full-time (40 hours/week), hourly, non-exempt, non-seasonal

Job Relationships: Reports to Training and Behavior Manager, works closely with Training and Behavior Consultants and Coordinators, Behavior and Health Coordinators, Volunteer Services Coordinators, Adoption Specialists and volunteers.

Position Summary: Conducts behavior modification sessions for shelter canines and felines, group training classes, and private training sessions. Provides quality adoption counseling to clients and conducts post-adoption follow-up phone calls for all animals participating in the behavior modification program. Conducts staff and volunteer training in the areas of adoption counseling, animal body language, dog/dog introductions, and dog/cat introductions. Supports staff and volunteers in efforts to understand complex animal behaviors in order to provide appropriate counseling to clients. Maintains organized and concise documentation pertaining to the job and provides administrative support for the department.

Duties and Responsibilities:

Animal Training and Behavior

- Supports positive reinforcement as the primary training method employed by the Humane Society of Boulder Valley.
- Responsible for refinement and enhancement of HSBV’s highly successful, nationally recognized, shelter behavior modification program for dogs and cats who demonstrate food guarding, body handling sensitivities, fearful behavior, dog-dog incompatibility, separation anxiety, long-term residency, visual/hearing impairments, and/or inappropriate elimination.
- Assists in the design and/or enhancement of shelter behavior modification programs and training plans, including feline behavior modification, long term resident training and enrichment strategies, and additional maintenance strategies to ensure highest standard of care for sheltered animals.
- Performs daily behavior modification techniques for designated shelter dogs and cats and maintains daily communication and documentation regarding animal progress and readiness for the adoption program.
- Identifies behavior modification requirements; alerts Director of Animal Behavior and Sheltering or Training and Behavior Manager of concerns or changes in animal behavior that may preclude their participation in the program.
- Schedules and conducts complimentary private consultations for behavior modification animals post-adoption.
- Acts as apprentice trainer while assisting Training and Behavior Consultants with group classes. Provides substitute class instruction as needed. Serves as Head Instructor as qualified.
- Participates in MIKOs, the shelter’s training program for new employees. Conducts training in the areas of adoption counseling, animal body language, dog/dog introductions, and dog/cat introductions.
- Provides ongoing training and technical behavior modification support to HSBV employees and volunteers. Works closely with advanced volunteer animal handlers and other volunteers as assigned.
- Facilitates interdepartmental communication and continuity in training shelter animals.
- Supports special projects as requested including photography, videography, Petango (adoption) descriptions, etc.
Administrative and Operational Support
- Works with the Training and Behavior Manager to maintain inventory, supplies and equipment.
- Maintains a clean, attractive, and safe Training Center environment.
- Attends special events and conducts community outreach. Promotes HSBV’s adoption programs and training and behavior initiatives, including the No Choke Challenge.
- Works closely with the Director of Animal Behavior and Sheltering or the Training and Behavior Manager to design and implement improvements to behavior modification protocols and associated informational handouts used for adoption counseling.
- Compiles and organizes behavior modification follow-up reports, client history, and animal profiles. Assists in compilation of service and behavior modification statistics for the department.
- Other duties as assigned.

Client Service and Shelter Support
- Facilitates adoption counseling for shelter animals with emphasis on behavior modification patients and animals with behavior disclosures. Provides professional, thoughtful, and necessary conversation to ensure each animal’s needs are understood and strategized.
- Conducts dog-dog meets with potential adopters and for the purposes of co-kenneling HSBV residents
- Provides support to dog and puppy foster volunteers, including home visits for behavior modification animals.
- Identifies and coordinates enrichment opportunities for long-term residents, Give a Dog a Bone (GADAB), Give a Cat Attention (GACAT) and Canine Maintenance animals including animals under bite quarantine and animals begin housed in administrative offices. Works closely with Animal Services and Behavior and Health to accomplish daily goals.
- Informs the Director Animal Behavior and Sheltering or Training and Behavior Manager of developments that may affect HSBV including client concerns and animal behavior issues.
- Actively promotes HSBV’s mission, services, programs and events.
- Actively supports employees and volunteers and promotes the development of skills related to the advancement of our goals and mission. Represents HSBV in a professional and courteous manner at all times. Provides quality service to clients, volunteers, and employees recognizing their individual contributions to the success of our organization.
- Performs duties of Adoption Specialist as needed.

Safety
- Follows all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, 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.

Qualifications:

Education/Experience
Bachelor’s degree required, preferably in psychology, biology, or other science-based field; or equivalent experience in animal behavior. Minimum two years experience in animal sheltering, dog training, or exotic (zoo or aquarium) animal training. Certification in dog training and behavior counseling, or active enrollment in a certification program, required. One or more of the following certifications is preferred: Certified Trainer and Behavior Counselor through Jean Donaldson’s Academy of Dog Trainers; Karen Pryor Academy Certified Training Partner (KPA-CTP), or Certified Pet Dog Trainer (CPDT). Must possess a Colorado driver’s license with an insurable driving record. No allergies to animals. Bilingual (Spanish/English) individuals encouraged to apply.

Knowledge and Skills
Professional and educational expertise in animal learning theory, scientific behavior modification strategies, and positive-based, force-free animal training including strong clicker training skills. Excellent verbal and written communication and customer service skills. Ability to initiate projects, accomplishes multiple tasks, and maintain flexibility in a dynamic work
environment. Basic computer skills in a Windows environment preferred. Committed to maintaining the integrity of HSBV’s adoption program and the mission of the Humane Society of Boulder Valley.

**Work Conditions**
Work is performed in an animal kennel environment, training arenas, and a shared office environment; some work is performed outdoors. Ten-hour shifts spent standing, sitting, bending, lifting, twisting, walking, answering telephones and performing data entry. Exposure to animals, zoonotic diseases, cleaning agents and chemicals. Subject to animal bites and scratches while handling animals of questionable temperament. Occasional lifting of up to 50 pounds with assistance. Scheduled during business hours with some evenings and weekends required to meet training class, shelter, and client needs.

P/Personnel Management/Job Descriptions and Postings/Training Center/Training and Behavior Coordinator
Job Description 2015
Updated: 12/30/2015