

Effective: February 1, 2024
Job Title: Behavior & Training Manager
Department: Behavior & Training
Reports to: Director of Operations
Direct Reports: Behavior & Training Coordinator
Primary Location: San Luis Obispo Atascadero Both
Travel Required: Yes No
Remote Work Available: Yes No Very Limited
Employment Type: Full-time (≥ 30 hours/week) Part-time (< 30 hours/week) Temporary On-Call
 Exempt Non-exempt
Schedule: Minimum 40-hour work week with weekend, evening and holiday availability



Mission: Our Mission is to rescue and shelter homeless companion animals, promote responsible pet ownership, provide humane education and celebrate the human-animal bond.

Vision: Our Team is dedicated to delivering exceptional customer service, offering the best care within our means to every animal, and treating every individual, whether human or animal, with empathy and kindness. We strive to work efficiently, creating a positive and collaborative work environment that fosters growth and learning.

Working Environment: Work is conducted within an animal shelter environment. This may involve exposure to environmental factors, including temperature fluctuations, elevated noise levels, zoonotic diseases, animal waste, potentially hazardous chemicals or materials requiring OSHA Safety Data Sheets, anesthetics, sharp objects, as well as the possibility of interacting with hostile individuals and handling dangerous or aggressive animals.

Physical Requirements:

- Must be able to stand, walk, sit, talk, hear and see, stoop, bend, squat, kneel, grasp, put fingers together firmly and reach above and below shoulder level and lift; push, lift or pull 50 pounds for situations of restraining or moving animals and lifting supplies, materials and equipment;
- Repetitively use hands to move animals around and operate computers;
- Flex the neck upward and downward; twist the neck and the waist;
- Specific vision abilities required are close and mid-range vision, distance vision, color vision, peripheral vision, and ability to focus;
- Appropriately and humanely restrain cats and dogs; control dogs on a leash; work with a variety of animals in multiple settings both in and out of the clinic/shelter;
- Be able to tolerate extended periods of 4 to 6 hours of performing moderately strenuous activities, standing, lifting, stretching and bending;
- Work in an environment with daily changes in climate;
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- May require long hours, including evenings, weekends, and holidays, to ensure the shelter's operation and address emergencies or issues outside of regular working hours.

Mental and Emotional Resilience: Working in an animal shelter requires a commitment to support the animals in our care. This includes challenges of animal welfare, including euthanasia and potentially hostile or difficult situations.

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Job Summary: Under the direction of the Director of Operations, the Behavior & Training Manager plays a crucial role in enhancing the well-being and adoptability of shelter animals with the development and implementation of canine behavior and enrichment programs, trainings and assessments, as well as designing and conducting public training classes to educate pet owners on positive training techniques, promoting responsible pet ownership.

Required Education and Experience:

- Bachelor's degree in Animal Behavior, Canine Training, or a closely related field, or the equivalent combination of education and experience;
- Certification as a Professional Dog Trainer (CPDT) or equivalent;
- A minimum of two (2) years' experience in a leadership role;
- A minimum of two (2) years' experience in canine behavior & training with a focus on positive reinforcement methods;
- Possession of a valid unrestricted California driver's license with required auto insurance.

Preferred Education and Experience:

- Experience in a leadership role within a non-profit organization is highly desirable;
- Experience in animal shelters and/or advocating for animal welfare with a strong understanding of animal care and best practices in an animal shelter is highly preferred.

Essential Skills:

- **Mission Dedication & Work Ethic:**
 - Displays an unwavering commitment to Woods Humane Society's mission;
 - Energetic, hardworking, and a collaborative team player;
 - Maintains a positive, enthusiastic, and professional image when representing Woods Humane Society;
 - Ability to handle animals safely with patience and gentleness and a personal commitment to animal welfare;
 - Ability to have unbiased and non-judgmental interactions with the public.
- **Leadership & Management:**
 - Ability to develop and execute strategic communication plans aligned with organizational goals;
 - Fosters a leadership style emphasizing respect, teamwork, and transparency;
 - Proficient in task delegation, staff training, performance evaluation and team development.
- **Communication & Engagement Excellence:**
 - Exceptional written and verbal communication skills, capable of conveying information professionally and educationally to diverse audiences;
 - Ability to clearly articulate the vision, mission, and goals of the organization to inspire and motivate;
 - Ability to effectively communicate during challenging situations, staying calm under pressure and providing clear, transparent communication;
 - Proficient in building partnerships and relationships.
- **Adaptability & Time Management:**
 - Ability to set and manage priorities while remaining flexible to meet deadlines;
 - Able to thrive in a fast-paced environment, handling multiple tasks under pressure;
 - Maintains a flexible schedule, including availability for evening and weekend work.
- **Analytical, Problem-solving & Organizational Abilities:**
 - Ability to exercise independent judgement to apply facts and principles for developing approaches and techniques to problem resolution;

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- Ability to analyze metrics and data to measure the effectiveness of B&T strategies, including the ability to interpret data and make data-driven decisions for continuous improvement.
- Technology Proficiency:
 - Proficient in technology, including Microsoft Office Suite, and other job-related software and equipment.
- Compliance with Legal and Regulatory Framework:
 - Compliance with State, County and Department animal welfare laws and regulations;
 - Compliance with Federal, State and local employment laws and regulations;
 - Compliance with Occupation Health and Safety requirements (OSHA & Cal-OSHA).
- Confidentiality:
 - Handles confidential information with discretion.

Key Responsibilities:

Leadership

- Foster a robust and transparent working rapport with the Director of Operations and the Development Team, ensuring open channels of communication pertaining to the department's, program initiatives, achievements, and setbacks;
- Exhibit decisive leadership by providing guidance and direction, managing resources, and optimizing team efficiency, facilitating the ongoing advancement and supervision of an efficient and streamlined department; involve team members in decision making when appropriate;
- Demonstrate ethical behavior, integrity, and transparency (when possible) in all interactions, maintaining composure and adaptability in the face of challenges and setbacks;
- Determine department staffing requirements, develop suitable schedules, conduct interviews, and collaborate with Human Resources to facilitate the hiring and onboarding of new employees;
- Determine the need, roles and responsibilities of volunteers in the department and oversee their activities;
- Actively listen and communicate clearly, ensuring direct and indirect reports understand expectations, goals, and tasks; providing regular, constructive feedback, recognizing team members achievements and contributions and completing timely performance reviews;
- Address and resolve conflicts, promoting a harmonious, supportive and inclusive work environment;
- Assign and/or delegate tasks and responsibilities to team members based on their strengths, expertise and scope of practice while providing guidance and support as needed, trusting and empowering team members to make decisions and take ownership of their work; support team members' growth and provide opportunities for skill development;
- Foster a positive team dynamic, building trust, and promoting collaboration among team members and other departments;
- Manage high-pressure situations and emergencies effectively while keeping the team focused and calm;
- Embrace change and guide the team through evolving circumstances and challenges;
- Leverage technology and tools to streamline processes and enhance productivity;
- Continuously improve leadership skills through learning, self-assessment and seeking feedback.

Training & Behavior Programs

- Develop and implement a comprehensive canine behavior and training program to address the needs of shelter dogs, including training protocols that focus on positive reinforcement, behavior modification, enrichment activities and socialization to improve adoptability;
- Collaborate with Adoption Supervisors to provide Special Adoption Handling training to adoption program staff;
- Collaborate with the adoption department and volunteers to identify dogs in need of specific training interventions to improve their chances of adoption;

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- Conduct behavior assessments for incoming dogs to evaluate temperament, behavior issues, and training needs;
- Collaborate with veterinary staff to develop individualized behavior plans for dogs with specific challenges;
- Design or approve individual adoption plans for dogs exiting Behavior Modification status prior to adoption availability;
- Oversee the development of canine play groups within the adoption program;
- Counsel community pet owners and adopters through private consultation in the facility in an effort to keep animals in their home vs. relinquishment;
- Oversee, organize and/or conduct regular training classes for the public, catering to various skill levels and behavioral needs, including but not limited to puppy classes and basic obedience classes;
- Develop and regularly review training class curricula to ensure consistency;
- Provide canine adoption counseling, client education and support as needed;
- Assist the general public in person, via telephone or email in a helpful, professional and timely manner, ensuring department staff responds to all voicemails promptly and handles inquiries with compassion and tact;
- Ensure the appropriate ordering and inventory of department supplies and equipment; regularly researching new products, equipment and pricing;
- Assist Directors in the publicity goals of the organization, including the identification of key stories that may improve or enhance the image of the shelter and its related programs.

Customer Service

- Ensure that the general public, in person, via telephone and e-mail is assisted in a helpful, professional, and timely manner, providing a high level of personalized customer service;
- Accurately field questions regarding the organization's services and programs.

Safety

- Promote a culture of safety, leading by example, and addressing safety concerns promptly;
- Ensure all team members receive appropriate training in the following:
 - Animal Handling Safety Techniques
 - Fire Safety and Emergency Response
 - Injury Reporting
 - Zoonotic Disease Prevention/Bloodborne Pathogen Prevention including Sharps Safety, the use of Personal Protective Equipment and good hygiene practices.

Financial & Administrative

- Utilizing time-keeping software, verify veracity of hours worked, and time off is recorded on employee time sheets accurately. Ensure employee approval is obtained for each payroll period;
- In conjunction with the Director of Operations, establish and enforce all policies and protocols for Behavior & Training, maintaining appropriate and accessible manuals;
- Prepare monthly Behavior & Training Department reports;
- Perform and/or delegate general housekeeping within the department and other areas as assigned;
- Oversee maintenance of proper supply inventory, storage, handling and documentation of all substances, supplies, and proper functioning of all equipment within the department, monitoring usage of training supplies for accuracy and cost control;
- Maintain required training and behavior modification records and statistics;
- Participate as an active, voting member of the Pathway Planning Committee;
- Maintain strict confidentiality with client and donor information;

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- Act as a representative of the organization, attending events, interacting with donors and participating in community outreach programs, public education initiatives and partnerships with animal welfare organizations;
- Regularly attend all leadership and staff meetings;
- Complete all required and assigned training;
- Carryout other duties as assigned by the Director of Operations.

Woods Humane Society is committed to fostering, cultivating and preserving a culture of diversity, equity, inclusion and belonging.

Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and achievements as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

All employees of Woods Humane Society have a responsibility to treat others with dignity and respect at all times.

This Job Description provides a detailed overview of the qualifications and requirements specific to the designated role. It is important to note that the job description may be subject to periodic updates, including addition, deletions or further revisions as deemed necessary.

Your employment, whether in the mentioned position or any other role at Woods Humane Society, is at-will, with no predetermined term. This means that either you or Woods Humane Society retains the right to terminate your employment relationship at any point.

By signing below, you affirm your clear understanding of the job's requirements, your possession of the requisite experience, skills, certifications, licenses, or permits, your commitment to fulfilling the outlined duties, and your willingness to adapt to changes in the job description as it evolves. Furthermore, you agree to promptly report any discrepancies or concerns related to the job description to your immediate supervisor or the Human Resources Department.

Employee Name: _____

Employee Signature: _____ Date: _____

Supervisor Name: _____

Supervisor Signature: _____ Date: _____