Job title: Training and Behavior Manager
Responsible to: Director of Operations
Hours: Exempt full-time, 40 hours, hours vary, evenings and weekends required

Summary of duties and responsibilities: Responsible for developing, implementing and monitoring all programs intended to identify, correct and prevent problem behavior in cats, dogs and small animals. This includes overseeing the public dog training classes, animal behavior calls from the public and adopters, behavior foster program, shelter behavior enrichment programs, collaboration and communication with external trainers, overseeing and conducting evaluations for shelter pets and conducting private evaluations for community pet owners. Supervises the performance and quality of all services and duties related to the training and behavior programs for the ARLGP.

Knowledge:

1. Able to evaluate and assess pets and create paths to successful adoption for a variety of behaviors.
2. Able to create training and behavior plans that can be executed by the staff in measurable, trackable ways.
3. Animal training and behavior knowledge including theory of positive reinforcement, training techniques, dog and cat body language and behavior assessment.
4. Understand and support the philosophies of an open admission animal shelter.

Primary Duties and Responsibilities:

1. Engage with the pets in our care in order to monitor the behavioral health and wellbeing of the shelter’s pets and create, adjust and delegate enrichment, training and behavior plans to ensure all pets’ needs are being met.
2. Develop, monitor and maintain behavior modification plans for a variety of behaviors for in-shelter pets and pets in foster care.
3. Engage with staff veterinarian to ensure all aspects of care are being discussed, including pharmaceutical and complementary care options, to ensure well-rounded interventions.
4. Train, coach and mentor members of the animal care team to grow their skills and capabilities and to ensure behavior plans are being executed and monitored as intended.
5. Report team development and activities to appropriate managers.
6. Develop curriculum for public dog training classes.
7. Train, assess and communicate with volunteers to ensure protocols are followed, goals are met, and that they feel valued and appreciated.
8. Conduct regular training seminars for staff, volunteers and foster parents to continue to renew and expand skills and knowledge regarding behavior, training and behavior modification.
9. Assist animal care managers with managing population flow in and out of the shelter by monitoring and assessing behavior and making recommendations for behavior plans to promote emotional and physical wellness in the pets in our care.
10. Conduct assessments and programs in a timely fashion so pets are moving to the adoption areas as soon as they are able.
11. Be familiar with the personalities, behaviors, health status and previous history of animals available for adoption, and to speak articulately to the public about them.
12. Assist with adoptions, including speaking to adopters about behaviorally involved pets.
13. Counsel, advise and assess pets whose owners have reached out for advice regarding behavior issues.
14. Be comfortable with and accurate in areas of shelter software pertaining to animal record keeping as well as other computer related software that is used at the ARLGP.
15. Aid in the marketing of animals in a positive, upbeat yet truthful manner.
16. Be familiar with and able to discuss with staff and members of the public the ARLGP’s policies pertaining to adoptions, admissions, behavior assessments, bite and accident reports, treatment guidelines and euthanasia.
17. Select, track, order and maintain training and enrichment equipment.
18. Abide by ARLGP protocols and standard operating procedures and ensure that staff members are doing so, as well.
19. Responsible for cheerfully acknowledging the presence of customers in all public areas.
20. Responsible for interacting with the public in a polite, professional, non-judgmental manner at all times.
21. Responsible for presenting a neat and professional appearance to the public.

**Education, prior work experience, and physical requirements:**

1. CPDT-KA credentials or documented equivalent earned training and/or behavior certifications.
2. 2-4 years previous program and/or staff management experience, preferably in a shelter setting.
3. Experience with department budgeting preferred.
4. Experience with annual plans and strategic planning
5. A minimum of 2-4 years of working with pets in a shelter setting.
6. Demonstrated ability in oral and written communication skills.
7. Demonstrated ability for hard, physical work in an emotional and stressful environment, ability to lift 50 pounds unassisted, ability to handle energetic dogs of all sizes, climb stairs unassisted multiple times each day, lift, scoop, bend, sit, twist and walk as part of essential job functions.
8. Possess a valid State of Maine driver’s license.