



pasadena humane society & spca

Behavior Coordinator

FSLA Classification
Full Time, Non-Exempt, Tier 5a

REPORTS TO: Director of Animal Care & Facilities

DIVISION: Operations

DEPARTMENT: Animal Care & Facilities

PROGRAM: Behavior

JOB DESCRIPTION

Summary/Objective

Behavior Coordinator is responsible for developing and coordinating the Pasadena Humane Society & SPCA (PHS) animal behavior program, including animal assessments, modification programs, behavior helpline and public education classes.

Supervisory Responsibilities: Behavior Team

Job Duties and Responsibilities:

- Supervise the Dog and Cat Behavior & Training Program in all activities associated with PHS.
- Design, teach and provide day-to-day oversight of dog training classes and supervise trainers teaching these classes. Assist in development of new curriculum and programs.
- Assist pet owners with specific behavior and care needs through coordinating the PHS behavior helpline, private consultations, classes, assisting with adoptions and public inquiries, writing of collateral and assisting other departments as needed.
- Conduct group dog training classes as well as private on-site consultations.
- Assist the Placement and Care department with socializing animals with potential adopters and other animals as appropriate.
- Create, coordinate and supervise staff in behavior assessments, enrichment and training programs for shelter animals, and animal socialization and modification programs.
- Create, oversee and conduct trainings and orientations for new and current volunteers regarding behavior.
- Provide input for the appropriate placement or outcome of shelter dogs and cats.
- Attend special events and/or coordinate Behavior Staff and Volunteers to assist with special events.
- Maintain a positive and cooperative relationship with other departments.
- Promote a positive relationship with the general public, volunteers and fellow staff while promoting all PHS programs, policies and philosophies. Proactively address customer needs and ensure a high quality of customer care.



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- Identify animal care, behavior, and health needs and document and report to the appropriate department. Work to ensure the highest standards of day-to-day care meeting the 5 freedoms.
- Propose and manage a yearly budget including income and expenses.
- Oversee boarding play times conducted by Behavior & Training staff. Ensure play times are done professionally and proficiently.
- Oversee program that evaluates all incoming dogs and cats for adoptability in a manner consistent with PHS philosophies, policies and procedures.
- Implement and follow through with individual behavior modification and enrichment programs for shelter dogs and cats.
- Supervise behavior department staff to include payroll and coaching.
- Keep up to date with all paperwork for shelter dogs and cats and maintain records.
- Order supplies and keep up-to-date inventory.
- Assure a safe working environment and actively participate in PHS safety programs.
- Participate as needed in special department projects.
- Represent PHS at outside meetings, liaison with other organizations and contractors/partners as needed. Make presentations and speak publically on PHS.
- Perform other duties as assigned.

Requirements and Qualifications

- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect and courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must participate in Mandatory All Staff Meeting every third Thursday of the month.

Skills and Qualifications

- Experienced manager with a minimum of 2 years' experience in animal behavior.
- Bachelor's degree preferred.
- CPDT certification preferred.
- Experience in teaching classes and program development a plus.
- High competency with computer programs specifically Microsoft Word and Excel.
- Well-developed interpersonal, public speaking, written and program development skills.
- Excellent communication and management skills and proven organizational ability.
- Ability to perform multiple tasks and manage several projects simultaneously.
- Ability to lift up to 50 pounds.

Work Schedule

Work hours will vary and regular workdays are Wednesday thru Sunday. Evening and weekend event participation and/or presentations will be required.



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Working Conditions

Individual will be required to stand, sit, walk and talk regularly. Will occasionally lift animals and/or equipment of up to 50 pounds. May be required to clean and care for animals involved in program presentations, tours and events.

PHS prohibits discrimination against or harassment of any person employed by or seeking employment with PHS because of race, creed, religion, color, or national origin or because of age, physical or mental disability, marital status, or sex when the reasonable demands of the position do not require an age, physical or mental disability, marital status, or sex distinction. Federal law requires proof of citizenship or "alien right-to-work" status.