



pasadena humane society & spca

Behavior Specialist

FLSA Classification
Full-Time, Non-Exempt

REPORTS TO: Behavior Manager
DIVISION: Operations
DEPARTMENT: Animal Care & Facilities
PROGRAM: Behavior

JOB DESCRIPTION

SUMMARY/OBJECTIVE

This position provides education and training to members of the public to assist with responsible pet ownership. It requires experience in dog training, education, and in reading and assessing body language of sheltered animals in an effort to help with their adoption.

SUPERVISORY RESPONSIBILITIES: None.

JOB DUTIES AND RESPONSIBILITIES

- Perform behavior assessments, evaluations, enrichment, training, and modification programs of sheltered animals to ensure adoptability and placement.
- Must be prepared to handle or work with animals weighing up to 100lbs and exhibiting a variety of behaviors, including those with challenges.
- Assist with designing, teaching, oversight, and day-to-day activities of specific classes and behavior programs as assigned.
- Assist pet owners with specific behavior and care needs through the PHS behavior helpline, private consultations, classes, assisting with adoptions, public inquiries and handouts as assigned.
- Identify animal behavior and care needs, document, execute, and report to appropriate department.
- Assist with the development of programs and training to work closely with and oversee volunteers that are assigned and trained in different behavior programs.
- Ensure safe and humane animal handling at all times.
- Clean animal areas if and when assigned.
- Maintain documentation and record keeping for behavior programs as needed.
- As part of shelter care team, monitor animal health, document and report challenges to the appropriate department.
- Ensure a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate. Promote positive relations with the general public, volunteers and staff while promoting the Society's programs, policies and philosophies. Address customer complaints.



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- Uphold Pasadena Humane Society's mission and contribute to building a culture of philanthropy.
- Ensure a safe working environment and actively participate in PHS safety programs.
- Participate as needed in special department projects.
- Work as a team member with other departmental managers.
- Represent PHS at outside meetings, liaise 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 courtesy and to refrain from abusive, insubordinate and/or violent behavior.
- Must be able to work independently with minimal supervision.

SKILLS AND QUALIFICATIONS

- Experience in handling animals, teaching reward-based training.
- Experience in behavior and body language, and client communication regarding behavior and training.
- Candidate must be able to work within the confines of established curriculum and protocols as well as offer creative ideas to grow Behavior and Training Department.
- Must be able to follow both oral and written instructions.
- Candidates must have a positive attitude and be willing to work as a team.
- Minimum high school graduate (or GED/proficiency certificate).
- Dog training certification highly preferred (CPTD, KPA-CTP, CDBC, ANWI).
- Experience in teaching group or private dog training.
- Must be at least 18 years of age.
- Proficient in computer applications, including the shelter system, Microsoft suite and email.
- Strong sense of professional judgment and ability to maintain confidentiality.

WORK SCHEDULE

Schedule will include evenings and weekends. Schedule is subject to change.



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WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The Pasadena Humane Society and SPCA is an Equal Opportunity Employer. It is our policy not to engage in discrimination against any individual, or harassment of any person seeking employment with our organization on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, genetic information or status as a covered veteran including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation. This policy is intended to be consistent with the provisions of applicable State and Federal laws. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drug-free workplace and performs pre-employment substance abuse testing.