



pasadena humane society & spca

Behavior and Training Manager

FLSA Classification
Full Time, Non-Exempt

REPORTS TO: Director of Care and Facilities

DIVISION: Operations

DEPARTMENT: Care and Facilities

PROGRAM: Behavior

JOB DESCRIPTION

Summary/Objective

The Behavior and Training Manager will direct the day to day functions of the behavior department. The manager will develop and coordinate dog, cat, and critter programs which include animal assessments, modification programs, behavior helpline, and public education classes.

Supervisory Responsibilities: Behavior Team

Job Duties and Responsibilities:

- Oversee the day to day operations of all animal behavior programs which includes but not limited to behavior assessments, enrichment programs, volunteers, and modification programs.
- Manage behavior staff which includes hiring, terminations, payroll, scheduling, performance reviews, counseling, training and general productivity of the workforce.
- Conduct group dog training classes as well as private on-site consultations.
- Design, teach, and provide oversight of dog training classes and supervise trainers teaching these classes.
- Assist pet owners with specific behavior and care needs through behavior helpline, private consultations, classes assisting with adoptions and public inquiries.
- Develop new curriculum and programs related to animal behavior that will keep us current in animal welfare.
Assist with developing policies and procedures for behavior, and adhere to and enforce existing policies and procedures.
- Will work closely with the placement department with matching animals to appropriate foster homes, rescue groups, and adoptions.
- Will work closely with the volunteer department in hosting trainings for volunteers.
- Maintain a positive and cooperative relationship with other departments.
- Identify animal care, behavior, and health needs, document and report to the appropriate department.
- Work to ensure the highest standards of day to day care and to meet the 5 freedoms.



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- Propose and manage a yearly budget including income and expenses.
- 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 animals.
- Provide input for the appropriate placement or outcome of shelter animals in HART.
- Keep up to date with all paperwork for shelter animals and maintain records.
- Order supplies and keep up to date inventory.
- Must be prepared to handle or work with animals weighing up to 100lbs and exhibiting a variety of behaviors, including those with challenges.
- 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.
- Promote a positive relationship with the general public, volunteers, and fellow staff while promoting all of the societies programs, policies and philosophies. Proactively address customer needs and ensure a high quality of customer care.
- 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 be able to follow directions, to take criticism, to 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.

Skills and Qualifications

- Bachelor's degree preferred or 10 years of behavior experience in lieu of degree.
- CPDT certification preferred.
- Minimum 2 years shelter experience.
- Experience with animals including: animal handling, breed identification and identifying behavioral and health issues.
- Experience with personnel supervision and familiarity with scheduling, hiring and progressive discipline.
- Ability to meet deadlines and work independently.
- 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.



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Work Schedule

- Must come to work regularly and on time. Must be available for early and/or evening hours. Must be able to work evenings depending on the needs of the department schedule, including weekends and holidays.

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.