



Behavior & Training Shelter Behavior Manager

Marin Humane is an equal opportunity, non-profit employer. Our mission is to transform lives through exceptional animal care, humane education, and advocacy. Every day, we inspire compassion and positive relationships between animals and people. Our Core Values are Dedication to Animals, Collaborative Spirit, Courage with Compassion, Pursuit of Learning, and Celebrating Differences.

SUMMARY: The Shelter Behavior Manager is responsible for all aspects of our canine behavior and enrichment activities with shelter dogs to keep all canines safe, comfortable, and adoptable while under our care. This includes behavior assessments, behavior modification, enrichment, routine medical procedures and all other aspects of canine handling in shelter environments. The Manager must have excellent skills in effective communication and problem solving with staff, volunteers and clients. He/she is accountable for accomplishing department goals, working collaboratively with internal and external Marin Humane stakeholders and supporting the mission, goals and philosophy of Marin Humane.

ACCOUNTABILITY: Director of Behavior & Training

HOURS: Full-Time, 40 hours/week including weekends and some holidays

SALARY: Grade 12 - \$28.34/hr - \$31.48/hr nonexempt, Depending on experience

Accepting internal and external applications through September 30, 2019

ESSENTIAL DUTIES AND RESPONSIBILITIES

BEHAVIOR AND TRAINING STRATEGIC PLANNING

- Assist the Director of Behavior & Training to research, develop and implement new behavior modification and enrichment techniques in a shelter environment
- Contribute to curriculum development and strategic planning for programs

SHELTER DOG PROGRAM MANAGEMENT

- Manage Shelter Dog Evaluations program while working collaboratively with shelter departments and guided by the Capacity for Care (C4C) management model's best practices
- Manage and/or conduct dog intake behavior evaluations, and pre-adoption and post-adoption behavior consultations
- Manage dog behavior modification programs including the B Team, Dog Pet Pals, Play Group, and Screen Team
- Manage and/or teach Shelter Dog class program including Shelter Clicks, Shelter Scents and Shelter Tricksters
- Manage the Pen Pals of San Quentin foster care/behavior modification program

STAFF MANAGEMENT AND TRAINING

- Participate in the hiring and training of direct reports including Behavior Evaluators, Dog Pet Pal Coordinator, and Pen Pals Coordinator

This job description reflects the assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned. Marin Humane is an at-will employer.

- Direct and guide staff in the performance of their respective responsibilities
- Monitor staff schedules and ensure proper timekeeping or other Human Resource related procedures are in compliance
- Evaluate direct reports on a regular basis, hold them accountable to assignments and goals
- Monitor training needs to provide for staff growth and maximize their potential
- Ensure that organizational and department policies and procedures are being followed; periodically review or revise department policies and procedures, as needed
- Ensure SOPs are developed and followed to meet prevailing operational and ethical standards
- Maintain a thorough knowledge of the department; perform the duties of staff as necessary

VOLUNTEER PROGRAMS MANAGEMENT

- Manage volunteer coordinators overseeing dog behavior modification programs including the B Team, Play Groups, and Screen Team
- Assist with recruiting volunteers including coordinating efforts with Volunteer Services and MarCom, and representation at Volunteer Orientations
- Ensure that volunteers are receiving the appropriate guidance and training from the Program Coordinators
- Ensure volunteer training and programs evolve to best fit organization and department needs
- Coordinate and teach volunteer education programs such as Equipment Fitting, Reactive Dog Skills, Reactive Dog Topics, and other classes as needed
- Work with program Volunteer Coordinators to build internal “promotion” structure for interested volunteers to advance their knowledge, experience and responsibilities
- Attend Marin Humane events in support and recognition of volunteers

ADMINISTRATION

- Analyze statistics and produce reports as needed
- Actively support Marin Humane special events outside of Behavior & Training
- Write and review Standard Operating Procedures for shelter dog behavior subjects as requested
- Manage the Staff Dog Evaluations Program

CUSTOMER SERVICE

- Promote and emulate exemplary customer service by providing courteous, prompt and responsive service in person, by phone, mail and email
- Conduct quarterly Program meetings with staff and volunteers
- Understand, support and articulate to the public and internal constituents the organization's policies and philosophies in a positive and effective manner
- Foster and promote teamwork, creativity and a work culture aligned with Marin Humane mission and values

SAFETY & SECURITY

- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer’s safety policies and rules
- Must be willing to report safety violations as well as potential safety violations to appropriate supervisory or management personnel
- Adhere to the files and records retention policies and procedures
- Maintain appropriate files and records as assigned

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DESIRABLE QUALIFICATIONS: An ideal Candidate will possess the following knowledge, skills and abilities:

- Self-starter with an ability to take initiative and manage multiple priorities
- Strong active listening, communication skills and analytical skills
- “Certified” or experienced Training Instructor/Behavior Consultant. Knowledge of training theory and methods, including classical conditioning, operant conditioning and variations of implementation, canine ethology, training exercises, dog handling and training equipment
- Knowledge of canine body communication, behavior and health
- Experience designing and conducting private consultation and training sessions
- Must be able to attain and hold credentials for admission to work at San Quentin State Prison
- Strong demonstrated experience with PCs and Microsoft Office suite
- Excellent organization and planning abilities including creating, implementing and maintaining effective systems
- The ideal candidate has a strong commitment to helping clients live well with their dogs and cats
- Must have strong leadership and management abilities and enjoy working with people
- Ability to work with and leverage the talents of a large staff of volunteers

EDUCATION AND EXPERIENCE: A typical way of gaining the necessary knowledge, skill and ability outlined above is: Two years in a supervisory position, preferably at an animal care facility. Successful completion of a training certification program, a minimum of two years of experience training dogs, two years of experience teaching owners how to train their dogs, one year experience working with aggressive dogs in some medium and extensive general knowledge of dog and cat behavior.

Pre-employment physical at Marin Humane’s expense.

Possession of a valid California Drivers’ License and ability to operate a motor vehicle will be necessary.

PHYSICAL DEMANDS: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee should have no known allergies to animals that would prevent him/her from performing the duties as required
- This position involves a regular amount of repetitive motion of hands and wrist
- Ability to lift, push, pull and/or move up to 50 pounds
- Must have close and distance vision (requirement may be met with corrective lenses). Ability to distinguish colors
- While performing the duties of this job, the employee is regularly required to sit, and talk or hear
- The employee is occasionally required to stand, climb or balance; walk; reach with hands and arms and stoop, kneel, crouch, or crawl
- Must be comfortable working with dogs who may have unpredictable temperaments

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regular exposure to a variety of animal species
- Ability to work evenings, weekends and/or holidays as business operations demand
- The noise level in the work environment can be loud
- While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles (pet dander) and toxic or caustic chemicals
- The employee occasionally works in a variety of environments including outdoor events, public and private indoor spaces and may be exposed to elements consistent with these environments

BENEFITS:

FULL-TIME EMPLOYEES (AT LEAST 30 HOURS/WEEK):

- Medical/Vision Plan
 - Kaiser HMO
- Dental Plan
 - Includes Orthodontia for dependent children
- Domestic Partner Coverage Available (Medical and Dental plans)
- Life Insurance
- Long Term Disability Insurance
- Section 125 Cafeteria Plan

ALL REGULAR EMPLOYEES (AT LEAST 20 HOURS/WEEK):

- Fitness Reimbursement Program
- Employee Assistance Program
- 403(b) Retirement Plan
- Paid Holiday/Personal Days
- Paid Vacation
- Sabbatical Leave

ALL EMPLOYEES (INCLUDING PART-TIME AND TEMPORARY):

- Paid Sick Leave

To apply, please use the following link and create an applicant account to complete application:

<https://secure.saashr.com/ta/i.MHS.careers>