



Behavior Supervisor (Loveland, CO Location)

Job Title:	Behavior Supervisor
Department:	Shelter – 07-00
Job Classification:	Full time; Hourly, Non-Exempt Position
Job Relationships:	Reports to Shelter Manager. Supervises Behavior Coordinators and associated volunteers. Working relationships include Client Services and Animal Care Teams, Foster/Transfer, Veterinary Services, Volunteer and Humane Education, the Supervisor and Management Team and other members of the Organization.
General Purpose:	The Behavior Supervisor, under the direction of the Shelter Manager, is primarily responsible for the supervision of the Behavior department. The department ensures animals are behaviorally assessed for outcomes including adoption, foster care, transfer, behavioral plans, medical attention or euthanasia. Ensures the enrichment needs of animals are met. Designs, documents and/or implements behavior-related programs. The position supervises two (2) or more staff members plus associated volunteers. This is a working supervisor position and includes performing the duties of direct reports routinely and in their absence. Leads the training of others in animal handling, basic behavior, enrichment and more. Serves as an internal animal behavior and training resource and as an external resource.

Work schedules vary between 7:30am – 7:30pm on weekdays and 7:30am – 6:00pm on weekends and are full-time in support of shelter hours. Work schedules generally include at least one weekend shift and are subject to change to meet business needs. Overtime is required as needed as is attendance at evening events and trainings. Some travel, including overnight, and holiday work as needed.

Essential Duties and Responsibilities

Staff and Department Supervision:

- Supervises behavior staff and volunteers. Identifies and ensures appropriate training and development opportunities.
- Responsible for understanding all functions and tasks within scope of responsibility .
- Performs the duties of a Behavior Coordinator in their absence and as needed.
- Serves as the primary escalation point for Behavior-related and routing decision questions and concerns.
- Participates in staffing issues including hiring, performance reviews, coaching, counseling, disciplinary actions, positive recognition, scheduling and more.
- Provides monthly reports and data collection for department.
- Serves as the Department Volunteer Supervisor (DVS) and attends associated meetings as assigned.
- Responsible for effectively training staff in approved safe work practices and personally models safe work practices.
- Works cooperatively with other Organization departments and builds and maintains relationships.
- Attends and participates in Shelter Team, DVS, Supervisor/Manager, Behavior and Safety Team meetings.
- Works within approved budget and assists Shelter Manager with annual planning and budgeting.
- Actively participates in the development of applicable standard operating procedures and policies in accordance with organizational expectations.
- Consistently meets attendance and punctuality expectations.
- Models behavior and professional standards, policy and procedure adherence, and communication expectations .

Behavior/Training/Enrichment:

- Develops, documents and/or implements behavior protocols under the direction of the Shelter Manager and in alignment with Shelter capabilities and philosophy. Monitors results.

- Develops and/or conducts training programs and presentations (clicker, low stress, etc.) for staff, volunteers and others.
- Trains and supervises Behavior staff in the areas of behavior, enrichment, and behavior assessment procedures.
- Trains and certifies staff on safe and proper animal handling. Evaluates and/or creates and implements new training tools for staff and department volunteers.
- Performs behavior assessments of domestic animals daily and recommends pathways including adoption, foster care, transfer to a placement partner, behavioral plans or euthanasia.
- Regularly answers behavior related calls from members of the community.
- Serves as a strategic member of committees and teams charged with the development and implementation of surrender prevention programs.
- Creates and implements animal enrichment and socialization plans, including play groups for dogs and cat socialization activities, to ensure the emotional needs of animals are met.
- Monitors Shelter population and overall health and welfare of animals housed within the Shelter.
- Advises Veterinary Services of animals requiring medical examinations or treatments; vaccinates animals as required and assists with examinations and/or treatment as needed .
- Responsible for Shelter behavior rounds.
- Learns and performs euthanasia and serves as a member of the euthanasia team.
- Schedules animals for spay/neuter surgery or exams as directed.

Other Duties/Responsibilities

- Assists with animal placement (e.g., foster care, transfer to placement group, transfer into the Organization).
- Community liaison responsibilities as assigned.
- Assists Shelter Manager with operations as assigned and may assist with timekeeping duties.
- Promotes adoptions and provides adoption counseling when needed.
- Cross trains in and assists other shelter departments as necessary including team assistance to the Foster and Transfer Department.
- Actively participates in and supports management decisions and works collaboratively within the Organization.
- Other duties as assigned.

Job Qualifications

Education/Experience: Minimum of an Associate's Degree in biology, animal behavior, animal husbandry, veterinary field, or applicable field of study OR equivalent applicable professional work experience. Minimum of one (1) full year hands-on companion animal training or behavior assessment experience required. Animal enrichment experience highly desired. Proven experience with positive reinforcement training techniques required. Minimum of one (1) full year direct staff supervision or two (2) full years of volunteer supervision (including hiring, scheduling, training, managing performance and evaluation). Animal Behavior Association certification (CTC, CPDT-KA, KPA-CTP, ACAAB) required. Shelter affiliate status with the IAABC desired. Minimum of one (1) full year working with the public required. Previous experience training personnel or clients highly desired. Shelter experience preferred and Chameleon or other animal shelter software highly desired. Euthanasia experience a plus. Bilingual in English and Spanish reading, writing, understanding and speaking a plus and includes a wage premium.

Knowledge: Knowledge of animal handling; knowledge of basic companion animal health care; knowledge of companion animal training and behavior modification methods (especially positive reinforcement training methods). Knowledge of companion animal breeds and colors. Knowledge of common animal sheltering behavior assessment tools such as SAFER, Match-Up II, Assess-a-Pet programs or similar preferred.

Skills: Solid computing skills (Microsoft Office environment). Effective written and verbal communication skills and excellent interpersonal communication skills. Public speaking and strong organizational skills. Proven emotional intelligence, work ethics and integrity skills. Accurate record keeping skills.

Abilities: Able to exercise good judgement when dealing with personnel, clients, animal, supervisory issues and confidential information. Able to work with, and to see and hear, companion animals of all types including dogs, cats, small mammals, exotics such as reptiles, birds and more. Able to work independently and in a team setting; Able to remain calm and maintain

composure in stressful and emotional work situations. Able to multi-task and prioritize job duties and assignments in a busy and constantly changing work environment. Able and willing to become euthanasia certified and perform euthanasia of animals upon hire. Able to work a flexible and changing schedule that generally includes at least one weekend day as well as overtime, evenings, and occasional overnight travel. Able to identify animal behavior visually and audibly.

Other: Must be at least 21 years of age for insurance purposes; Valid Colorado Driver's License, insurable driving record and have and maintain personal driving insurance meeting Colorado standards. Some holiday work and overnight travel may be required.

Working Conditions:

Work Environment: Work is primarily performed in the animal shelter setting. Office space is shared. Potential for exposure to zoonotic diseases; Exposure to Shelter animals including dogs, cats, small mammals, exotics such as reptiles, birds and more. Potential for exposure to dangerous and fractious animals; Exposure to high noise levels when in kennel area; Potential for animal bites and scratches while handling animals; Exposure to cleaning products; Potential exposure to various weather conditions when working outside. Exposure to clients showing a wide range of emotions including hostility.

Physical Activities: Handling animals of various types and temperaments. Lifting and carrying of up to 50 pounds without assistance and heavier amounts with assistance. Potential for standing, walking and sitting for eight (8) or more hours a day. Audibly listening to, verbally speaking to and visually seeing people and animals is required. Listening and verbally speaking on the telephone and in person; performing repetitive data entry; driving a vehicle on behalf of the Organization; bending, squatting and kneeling; walking dogs on a leash; performing physical examinations on animals; animal restraint; handling and using syringes and needles.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.

We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more.