



Behavior Manager

Job Title:	Behavior Manager
Department:	Behavior – 07; Foster - 05
Job Classification:	Full time, exempt position
Job Relationships:	Reports to the Associate Director of Operations. Directly supervises Behavior Supervisor and Foster and Transfer Supervisor; indirectly supervises Behavior Coordinators, Foster and Transfer Coordinators, and departmental volunteers at multiple campuses. Working relationships include Client Services and Animal Care Teams, Veterinary Services, Volunteer and Humane Education, Management Team and other members of the organization.

The Behavior Manager oversees the organization’s Behavior and Foster/Transfer departments. This position trains and supervises staff and volunteers in all aspects of the behavior program and designs, creates and/or implements behavior, foster, and transfer related programs and protocols. The position supervises three (3) or more staff members directly, more indirectly, plus associated volunteers. The schedule for the position is generally Sunday through Thursday or Tuesday through Saturday with evenings, nights, weekends, on-call and holidays as required. This job regularly travels and works at all organization campuses (Greeley, Larimer, and Weld), offsite adoption locations, transfer partners (in and out of state) and worksites.

Essential Duties and Responsibilities

Leadership & Team Management:

- Hire, manage, and supervise staff and volunteers within the Behavior and Foster/Transfer departments, providing training, mentorship, and growth opportunities.
- Oversee staffing needs, including scheduling, payroll approval, performance reviews, disciplinary actions, and recognition.
- Ensure professional conduct standards, attendance, and punctuality expectations are modeled and upheld.
- Serve as Department Volunteer Supervisor (DVS) and participate in related meetings.
- Understand and perform all functions within scope; provide coverage for reports as needed.

Program Development & Compliance:

- Develop, document, and implement standard operating procedures and protocols for Behavior/Enrichment and Foster/Transfer that are aligned with shelter capabilities, Socially Conscious Sheltering, Fear Free Practices, and PACFA regulations.
- Monitor and review internal protocols to ensure regulatory compliance and operational consistency.
- Oversee census management and inventory of shelter supplies, food, and medical necessities.
- Serve as the escalation point for complex or behavior-related decision-making.

Behavioral Oversight:

- Conduct daily behavior assessments and enrichment for shelter animals; recommend outcomes including adoption, foster care, transfer, behavioral plans, or euthanasia.
- Lead shelter behavior rounds and respond to behavior-related inquiries from staff and the community.
- Provide euthanasia services, serve as a euthanasia trainer, and approve euthanasia lists.

Strategic Planning & Reporting:

- Develop and execute department budgets, annual goals, and long-term strategic plans and growth initiatives.
- Provide monthly reporting and oversee data collection across departments.

Community Engagement & Collaboration:

- Deliver community support programming that enhances public engagement and animal welfare.
- Develop and conduct educational programs for staff, volunteers, and the public on current best practices in animal welfare.
- Contribute to organizational events, marketing, and fundraising efforts.
- Foster positive, collaborative relationships across departments and with partner organizations.
- Promote teamwork and maintain strong, supportive engagement with coworkers.
- Stay current with evolving industry practices through ongoing education and training.

Other Duties/Responsibilities

- Vaccinates animals as required and assists with examinations and/or treatment as needed and assigned.
- Cross trains in and assists other shelter departments as necessary.
- Actively participates in and supports management decisions and works collaboratively within the Organization.
- Attends and participates in relevant meetings.
- Work closely with the Marketing team to identify animal highlight opportunities.
- Responsible for annual Placement Partner recognition event.
- Other duties as assigned.

Job Qualifications

Education/Experience:

- Minimum of a Bachelor's Degree in biology, animal behavior, animal husbandry, veterinary field, or applicable field of study OR equivalent applicable professional work experience required.
- Animal Behavior Association certification (CTC, CPDT-KA, KPA-CTP, ACAAB) required. Shelter affiliate status with the IAABC desired.
- Minimum of two (2) full years hands-on companion animal training or behavior assessment experience required.
- Proven experience with positive reinforcement training techniques required.
- Minimum of one (2) full years direct staff supervision or four (4) full years of volunteer supervision (including hiring, scheduling, training, managing performance and evaluation) required.
- Experience hiring, training, staffing, scheduling, and evaluating staff or volunteers required.
- Two (2) years working with the general public in a customer/client focused position required.
- Animal shelter experience highly desired.
- Chameleon or other animal shelter software highly desired.
- Animal enrichment experience highly desired.
- Euthanasia experience a plus.
- Bilingual in English and Spanish reading, writing, understanding and speaking a plus and includes a wage premium.

Knowledge:

- Common animal sheltering behavior assessment tools such as SAFER, Match-Up II, Assess-a-Pet programs or similar.
- Animal health, care, welfare, behavior, and enrichment.
- Strong animal handling skills, including knowledge of breeds, colors, and non-domestic species (e.g., exotics).
- Companion animal training and behavior modification methods (especially positive reinforcement training methods).

Skills:

- Proficient in Microsoft Office and specialized software.

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- Strong written, verbal, and public speaking skills.
- Excellent organization and record keeping.
- High emotional intelligence, integrity, and work ethic.
- Strong public speaking, customer service, and interpersonal communication skills.

Abilities:

- Able to exercise good judgment when dealing with personnel, client, animal and management issues.
- Able to work with, and to see and hear, animals and people.
- Effective record keeping ability.
- Able to work independently and in a team setting.
- Able to multi-task and prioritize job duties in a fast-paced and constantly changing work environment and maintain composure in stressful and emotional work situation; Able to use sound judgment when dealing with confidential information.
- Proven ability to learn specialized software.
- Proven ability to perform euthanasia.

Other:

- Must be at least 21 years old.
- Valid Colorado driver's license, insurable record, and personal auto insurance.
- Willing to perform euthanasia and obtain euthanasia/vaccination certification.
- Willing to receive rabies vaccination and periodic titer testing.

Working Conditions:

Work Environment: Work is primarily performed in the animal shelter setting and in the field at foster homes and placement partners. 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. Driving a transfer van long distances out of state with overnight stays as needed.

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 sitting, walking, standing on feet or driving a vehicle for 8 hours or more 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.