



## **Title: Canine Behavior and Enrichment Coordinator**

**Position Summary:** The Canine Behavior and Enrichment Coordinator works with the Animal Care Assistant Manager for Dogs and is responsible for implementing all internal animal behavior and enrichment programs designed to improve the quality of life for shelter animals and to help in their eventual placement. The Canine Behavior and Enrichment Coordinator helps with animal behavior and handling training to animal care staff and volunteers and creates and maintains a positive and supportive environment for the public and staff in a way that reflects the values and mission of the Animal Rescue League of Berks County (ARL).

**Supervisor: Assistant Manager for Dogs**

### **Examples of Duties and Responsibilities:**

- Works with management and behavior team to implement shelter animal behavior and enrichment programs to decrease stress during kenneling, improve animals' well-being and increase successful adoptions
- Serves as a resource to the adoption counselors to develop and implement programs designed to increase the number of successful adoptions, and provide support when needed to the adopters of special needs animals
- Helps in the identification, evaluation, and makes recommendations for special-needs behavior dogs
- Works with the Assistant Animal Care Manager to create behavior modification plans
- Works with staff, volunteers, and foster parents to implement behavior modification plans
- Tracks progress on each behavior modification animal's file and reassesses as necessary
- Schedules and assists in training behavior modification to staff and volunteers
- Makes euthanasia recommendations if necessary
- Creates and manages a daily dog playgroup program
- Works with the Volunteer Coordinator to develop and grow volunteer participation in the behavior program. Recruiting and training volunteers into specialized positions
- Works to decrease length of stay of dogs and cats by reviewing the population daily to make sure no one is forgotten
- Works with our Marketing team to promote our special needs animals
- Communicates with animal care, medical, and adoption departments regarding behavior/special needs/handling of specific dogs
- Serves as a resource for foster parents
- Serves as a resource to the Admissions Department to provide surrender prevention and make plans for incoming special needs animals
- Helps administer paperwork, supplies, and equipment for behavior program
- Answers incoming calls and responds to voicemail and email messages from customers, volunteers, and coworkers promptly and professionally
- Monitors and tracks data for various program functions maintaining appropriate files and records
- Prepares monthly reports and/or other data as requested by the Deputy Director or Executive Director
- Recommends program changes and additions including assisting with creating procedures and protocols, overseeing implementation, and monitoring impact
- Monitors compliance with animal handling, safety, and other policies and procedures. Takes immediate action to address any safety or security concern or noncompliance of safety rules that could put an employee, volunteer, customer, animal or the organization at risk
- Attends meetings with and between departments as necessary and attends other meetings as requested
- Other duties as assigned

## **Skills and Requirements:**

- High school diploma or its educational equivalent
- Valid and current PA State Driver's License in good standing
- Minimum of two years work experience in caring for and handling animals in a safe, effective, and humane manner, especially larger and untrained pets
- Experience performing animal behavior modification, evaluation and enrichment practices
- Advanced knowledge of dog body language and skilled in animal handling techniques
- Understanding of positive reinforcement based training techniques and well versed in learning theory. Commitment to positive and gentle methods
- Knowledge of various breeds and their characteristics and familiarity with symptoms of diseases common to dogs
- Basic knowledge of animal health and nutrition
- Excellent written and verbal communication skills; bilingual a plus
- Exemplary customer service skills
- Exceptional attention to detail and organizational skills with the ability to multi-task
- Basic familiarity with computers, MS Word, MS Excel and MS Outlook
- Ability to interact with animals in a calm, non-threatening manner
- Compassion for animals and human beings, commitment to ARL's mission, values and goals
- Able to work well under pressure, in emotionally charged situations and handle confrontation politely and professionally while finding a solution
- Ability to positively interact with colleagues, coworkers, and community members from widely varied backgrounds with integrity and honesty throughout all facets of the position, maintaining confidentiality at all times
- Professional certification through the Council for Professional Dog Trainers as a Certified Professional Dog Trainer (CPDT) or comparable certification a plus
- Willingness to work as a team member, pitch in as needed and have fun

## **Work Environment:**

- Exposure to odors and airborne particles including animal fur and toxic chemicals
- High levels of noise
- Can be fast-paced and stressful, working with emotional clients
- Department Hours of operation between 8am and 8pm seven days a week, flexible work hours will be required (including holidays, weekends, and overtime)
- Physical requirements include being able to withstand prolonged periods of sitting or standing; lifting or moving up to 50 pounds.

**Overtime:** This position is eligible for overtime.

Full-time, non-exempt, competitive salary, education opportunities, plus benefits, including medical, prescription, vision and dental insurance, sick leave, annual leave, and IRA plan. Will require nighttime, weekend and holiday work.

**Note:** This job description is not intended to be all-inclusive. Employees may be required to perform other related duties to meet the on-going needs of the organization.

*ARL is committed to being an Equal Opportunity Employer, and does not discriminate because of race, color, creed, gender, religion, national origin, disability, age, pregnancy, genetic predisposition or carrier status, marital status, citizenship status, or sexual orientation. Accommodations will be provided to qualified individuals requiring them. EOE/M/F/D/V/SO.*