



JOB TITLE: Behavior Coordinator

TYPE: Full-time, hourly with full benefits

SUPERVISOR: Director of Operations, Pieloch Pet Adoption Center

POSITION DESCRIPTION: The Behavior Coordinator is responsible for performing behavior assessments of animals receiving care at the Capital Humane Society, facilitating communication between the Admission and Assessment Center and the Pieloch Pet Adoption Center, providing behavior education to the general public and adopters to increase awareness and help solve behavior issues with domestic pets, educating the staff on safe animal handling, and shelter animal behavior enrichment.

1. Demonstrate kindness in everyday actions by practicing inclusion and respect for every person for the value they bring to the table. Be a role model for the spirit of authenticity, kindness and positive influence with each other, our visitors, and volunteers as well as to the animals every day. This includes listening, being present, being supportive of others and demonstrating compassion and curiosity in conflict.
2. Deliver superior, professional customer service to colleagues, partner shelters, community stakeholders and others.
3. Perform canine and feline temperament assessments for the adoption program
4. Conduct safe animal handling training for new employees
5. Teach volunteers best practices for dog walking
6. Create continuing education for staff and volunteers on safe animal handling and animal behavior topics
7. Assist the public and adopters with behavior concerns through a behavior helpline and consultations
8. Maintain and update the shelter's behavior resource page on the shelter website
9. Teach basic canine obedience classes to the public on an ongoing basis
1. Work with the Vet & Behavior Assistant to design, implement, and maintain enrichment programs for the animals in the shelter's care with input from the Executive Director, Director of Operations – Admissions & Assessment Center, Director of Operations – PPAC, and Director of Veterinary Medicine
2. Assist in euthanasia in a manner consistent with safety and compassion, as needed
3. Assist patrons of Capital Humane Society in person and over the telephone in a timely and friendly manner
4. Update animal profiles in Shelter Buddy to positively promote them to adopters
5. Provide excellent customer service
6. Interact positively with coworkers and volunteers as teammates
7. Update and provide content for the shelter's Snapchat account daily
8. Participate in shelter events including pre-event, day of event, and post-event duties. Shelter events include the Pet Walk, Annual Dinner, Clear the Shelters, etc. These events are usually outside of normal work hours.
9. Other duties as assigned



QUALIFICATIONS:

- Ability to communicate clearly and concisely via telephone and in person
- Ability to get along well with people and animals.
- Demonstrated ability to communicate and work well with the public, volunteers, and co-workers.
- Possess a valid Nebraska driver's license and be insurable by the Capital Humane Society's insurance carrier.
- Ability to lift up to 25 lbs. throughout the day.
- Willing to undergo pro-rabies vaccinations at the expense of Capital Humane Society.
- Bachelor's degree is preferred.
- Education and certification in animal training is highly desirable.
- General knowledge of animal welfare issues and animal shelter environment is important.
- Excellent oral and written communication skills are necessary.
- Ability to work independently and as a team member,
- Ability to multi-task and work in a fast-paced environment.

WORKING CONDITIONS:

- Indoors in a high noise air-conditioned/heated building, outdoors at shelter or on-location for various activities
- Includes use of PC, printer, copy machine, fax machine, telephone, and cleaning equipment and supplies
- Regular exposure to animals and their bodily fluids/waste, cleaning chemicals, fumes, dust, bites, and scratches.
- Heavy lifting and/or moving up to 100 pounds with assistance
- Regular upright movement, such as standing, walking, stooping, bending and lifting
- Working in this field requires the development of self-care skills to combat compassion fatigue

Must Align with the Organization Mission, Vision and Core Values:

Vision: A comfortable and loving home for all pets.

Mission: Capital Humane Society serves the community by sheltering homeless pets, advocating for animal welfare, and educating the public about responsible pet care.

Core Values: Accountability • Respect • Integrity • Stewardship • Empathy

We will be accountable, empathetic, and respectful toward the animals and community we serve and act with integrity in the stewardship of their health and well-being

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.