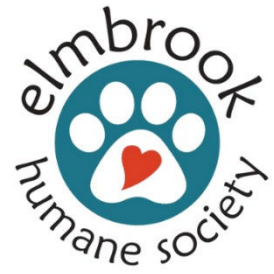


# Elmbrook Humane Society, Inc.



## Job Description

Title: Dog Behavior Lead

Reports to: Director of Animal Operations

Exempt Status: Non-Exempt

## Purpose of the Job

To serve as the team leader for the dog behavior team who is responsible for dog handling and behavior education provided to Elmbrook Humane Society (EBHS) staff, volunteers, and the community. To provide high quality care for the dogs under the protection of EBHS. To collaborate on the creation and implementation of organizational operations policies and procedures regarding dog behavior. To maintain a commitment to the philosophies and policies of EBHS in the performance of his/her duties and respect the dignity and basic rights of each animal. To support the mission, vision, and core values of EBHS.

## Job Responsibilities

- Work closely with the Dog Behavior and Training Manager to develop specific behavior plans for dogs at the shelter with behavioral concerns.
- Implement and manage developed behavior plans.
- Provide training (initial and ongoing as needed) to animal care staff and volunteers.
- Observe volunteers to ensure guidelines in place are followed.
- Respond to pre/post-adoption dog management and training inquiries.
- Provide information to be used by adoption counselors regarding training and specific behaviors in order to better prepare for adoption counseling.
- Foster an environment that encourages communication and collaboration among all staff and volunteer positions and a culture that is service-orientated, relationship-based, and donor-centered.
- Communicate with the Dog Behavior and Training Manager about dogs experiencing fear, anxiety, stress, or other behavioral concerns at the shelter.
- Assist the Dog Behavior and Training Manager with public training classes as needed.
- Prepare weekly behavior updates and reports.
- Review dog surrender applications and arrange surrender appointments.
- Conduct dog adoption follow-ups.
- Management and evaluation of candidates for the dog Pilot Pet Program.
- Assist medical team by utilizing appropriate and fear free restraint for medical procedures.
- Perform and assist with dog behavior assessments.
- Ensure dog behavior notes are maintained in the shelter software.
- Provide proper care including housing, husbandry, exercise, and socialization according to EBHS policies and industry standards for EBHS animals.
- Follow enrichment guidelines to ensure that animals receive appropriate daily enrichment and maintain dog enrichment log.
- Assist with maintaining accurate paper and electronic records.
- Assisting the marketing department in promoting harder to place/long term stay dogs.
- Be an active participant on the dog euthanasia committee.
- Maintain and follow all departmental procedures, protocols, and safety guidelines.
- Assist with the management and training of dogs in foster.
- Stay updated and abreast of current knowledge and best practices regarding dog behavior, enrichment, and training.

- Create adoption kennel cards and adoption bios for each dog. Ensure bios and kennel cards are updated as needed.
- Notify medical team of animal medical needs/concerns.
- Notify the Director of Animal Operations of any dog behavior needs/concerns.
- Embrace and utilize force free, fear free, and science-based training methods when handling animals and educate coworkers, volunteers, and the public about these methods.
- Provide quality customer service.
- Represent the organization in a professional and courteous manner.
- Attend and participate in meetings, training programs, and continuing education relevant to the position.
- Provide quality adoption and foster counseling and education to ensure appropriate matches are being made between EBHS animals and prospective adopters/foster homes.
- Follow safe handling procedures as they pertain to animals and cleaning agents. Know the location of Safety Data Sheets (SDS) and fire extinguishers.
- Participate in field services calls and rotational after-hours pager duty including capture, pick-up, and transport of domestic and wild animals.
- Assist colleagues with field service calls involving dogs with behavioral concerns.
- Support an environment that encourages communication and collaboration among all staff and volunteer positions and a culture that is service-orientated, relationship-based, and donor-centered.
- All other duties as assigned.

## Qualifications

- Appropriate certification, working toward certification, or equivalent work experience.
- Demonstrated knowledge of dog handling and body language.
- Fear-free dog training experience.
- Leadership experience preferred.
- Valid Driver's License.
- Commitment to EBHS Core Values:
  - Balance and Compassion. Uniting our heads and our hearts to impact relationships and make mindful decisions.
  - Ingenuity. Being innovative, resourceful, and thoughtful in caring for animals and people.
  - Collaborative. Working together to accomplish more.
  - Integrity. Doing what is right even when no one is watching and setting the best example when they are.
  - Respect. Recognizing the differences of and being kind to all animals and people.
- Professional public image.
- Able to work with limited supervision.
- Computer literate and ability to operate office equipment.
- Excellent oral, written and organizational skills with attention to detail.
- Able to work a set schedule, which will include evenings and weekends.
- Able to lift and carry animals, equipment, and supplies in excess of 50 pounds.
- Passion for issues relating to animal welfare.

## Work Environment

- Physical demands include:
  - lifting and moving animals and cages.
  - frequent movement, including but not limited to standing, walking, stooping, carrying heavy loads, movement of cages, restraining active animals, and operation of motor vehicle.

- Working conditions include:
  - possible exposure to dangerous, diseased, frightened, and injured animals.
  - possible exposure to potentially harmful chemicals and drugs.
  - working with strong cleaning agents on wet surfaces.
  - indoor and outdoor work in all weather conditions.
- Emotional demands include:
  - euthanasia.
  - animal abuse.
  - animal neglect.

*Elmbrook Humane Society is an Equal Opportunity Employer.*