

Heidi's Village Job Description

Title:	Animal Behavioral Manager
Department:	Behavior/Animal Care
Direct Report:	Executive Director
Supervises:	Behavior Team Technicians
Class:	Exempt

PRIMARY FUNCTION

This position supervises the Animal Behavior Team and will assist with training and onboarding new staff and volunteers. The Animal Behavior Team Manager provides the highest quality behavioral care possible to animal patients/guests served at Heidi's Village in a humane and professional manner in accordance with established policies and procedures. The Animal Behavior Team Manager will create basic behavior plans for all animals and ensure that all animals are being provided with enrichment and behavioral intervention if/when needed. They will provide expertise and advice to the Chief Veterinarian and the Executive Director regarding all behavioral policies, procedures, and issues. They will work closely with the Animal Care Manager to identify dogs and cats in need of specialized behavior plans, work with their team to create those plans and make sure those plans are carried out daily. This position will also work with their team and the Animal Care Team to develop policies and procedures. All positions at Heidi's Village promote the humane care and treatment of animals at all times and adhere to the highest ethical standards and provision of veterinary and shelter care in a safe, competent, professional, and humane manner.

DUTIES

- Develop and oversee behavioral protocols and guidelines for care/handling and mental wellness of animals in our care.
- Participate in the intake of new animals for boarding and surrender to determine if they are suitable behaviorally.
- Develop behavior plans and modification protocols, provide environmental enrichment, develop plans to reduce stress, increase adoptability and provide for the behavioral needs and mental well-being of all shelter animals.
- Develop and train staff on running play groups for our animals and animals in our care as rescues allow.
- Develop behavior training and classes, participate in new employee and volunteer orientation and provide technical behavior support to both public and internal (staff and volunteers)
- Supervise Behavior Team Technicians and work closely with the Animal Care Team Manager to develop protocol and procedures for safe handling, feeding, cleaning, monitoring, medicating, exercising and socializing the animal on a daily basis
- Develop statistical behavioral reports to measure success of the department.
- Develop daily behavior plans and logs to ensure activities are completed daily.
- Report daily on animals with behavior issues as to their growth and development
- Maintain complete animal records as they relate to behavioral and wellness issues (walking, cleaning, enrichment, playtime, pool time, etc). Ensure all notes are input and updated daily
- Oversee adoption follow-up of at-risk animals at regular intervals
- Respond to behavior questions coming into facility; counsel animal guardians on keeping their animal when appropriate

- Counsel potential adopters on special behavior issues with individual animals as needed
- Alert vet staff and CEO to changes in animal behavior
- Work closely with rescues to address behavior issues with their boarded animals
- This position will manage a team of behavior technicians
- Other duties as assigned

REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made for individuals with disabilities

- Training/experience in animal behavior required
- Previous shelter experience required
- Excellent communication and customer service skills, including verbal and written correspondence
- Ability to initiate projects, accomplish multiple tasks and maintain flexibility in a dynamic work environment
- Dedication to animals and promoting the mission and vision of Heidi's Village
- Must be able to work a flexible schedule to include weekends and evenings as required
- Must be able to lift and move animals and supplies weighing up to 50 pounds
- Valid driver's license required
- Computer skills required
- Have the ability to work with both dog and cat residents