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## **POSITION DESCRIPTION**

### **Animal Behavior Coordinator**

**JOB SUMMARY:** The Animal Behavior Coordinator reports to the Deputy Director. The person in this position directly manages the Animal Behavior program with the oversight of Fredericksburg SPCA Leadership Team which provides training to homeless dogs and cats in the care of the Fredericksburg SPCA as well as offers training programs to our community.

#### **ESSENTIAL RESPONSIBILITIES**

- Evaluates pets who are displaying behavior concerns and deciding on appropriate management and training protocols
- Delivers training modification for pets of pets in our care who display concerning behaviors using reward-based methods and provides thorough instruction and notes to staff and potential adopters
- Gives professional advice regarding the intake and placement of pets with behavioral challenges
- Communicates and collaborates with other departments as needed to support the Animal Behavior Program and facility maintenance
- Provides guidance, training and support to staff members in other departments as well as to volunteers on a variety of animal training-related subjects
- Introduces pets with behavioral challenges to prospective adopters and communicates with and delivers education to those families about the animals and their unique challenges
- Participate in a weekly meeting to discuss the progress of pets with behavioral challenges in our care and to identify those needing additional attention from training staff and/or volunteers
- Manages the dog walking volunteer program
- Ensures needed supplies for the Animal Behavior Program and the facilities are in stock and any purchase requests are discussed/approved by the Deputy Director
- Tracks statistics regarding the number of pets needing training or added enrichment
- Assists with foster care placements as needed
- Replies to behavior related concerns on previously adopted pets as needed
- Develops program goals, objectives, policies, and procedures, and establishes short- and long-range program performance plans subject to management review
- Evaluates program effectiveness and success
- Assists in developing low cost behavior programs for the public and collaborates with the Leadership team on the development and implementation of the program
- Ability to generate a minimum of \$50,000 per year in low cost behavior program revenue
- Manage and develop behavior program sign up forms in Salsa Engage and check Salsa Engage on a regular basis to see if there are new signups
- Reviews and analyzes routine and special reports detailing the status and/or success of the programs, prepares recommendations, and/or initiates corrective action
- May make recommendations to the Deputy Director regarding program objectives
- Assists in the preparation of grant applications and proposals
- May access or maintain specialized databases containing program-specific information to review information or generate reports

- Leads communication to discuss the progress of pets with behavioral challenges in our care and to identify those needing additional attention from training staff and/or volunteers
- Acquire contractor and vendor services to complete repairs of shelter property, hardware, and software
- Ensures needed supplies for the Animal Behavior Program and the facilities are in stock and any purchase requests are discussed/approved by the Deputy Director
- Schedule safety inspections and follow through on recommendations
- Review and file SPCA Incident Reports - past and present
- Generate OSHA Incident Reports, maintain OSHA Log, and create an annual summary
- Submit weekly and quarterly reports to the Deputy Director
- Other tasks as assigned

## **REQUIREMENTS**

- Work experience conducive with supporting the responsibilities of this position;
- Self-starter, initiating activities within the framework developed with minimal supervision;
- Proven experience working with the public, developing and maintaining excellent relationships to support goals/mission;
- Ability to:
  - Lift and/or move up to 50 pounds unassisted
  - Frequently bend, squat, reach, and grip
  - Work around pet dander, dust and other allergens without issue
  - Actively maneuver inside and outside of the facility
  - Work around children and with the public
- Must have at least two years of professional dog training experience (CCBTS, CPDT-KA or CPDT-KSA certification preferred);
- Must possess excellent customer service skills and the ability to interact professionally and effectively with others, both verbally and through written correspondence;
- Must demonstrate a strong commitment to the no-kill philosophy as well as spaying and neutering and pet adoption;
- Must have strong prioritization and organizational skills;
- Must be able to safely walk and handle large dogs both indoors and outdoors (including during inclement weather);
- Must have daytime availability and reliable transportation;
- Must have strong data entry skills and the ability to maintain accurate records;
- Must show patience and tact when working with difficult, emotional, or angry people;
- Must adhere to the SPCA's policies and philosophies;
- Must uphold the values of the SPCA, most notably respect, compassion, and kindness;
- Ability to adapt and a willingness to learn;
- Experience in an animal rescue and/or shelter environment preferred;
- Knowledge of basic veterinary medical concepts preferred.

## **WORKING CONDITIONS**

- Indoors in a high noise, air-conditioned/heated building
- Outdoors, exposed to weather conditions on ARC grounds
- Use of computers, printers, copiers, fax machines, telephones, and two-way radios

## **WORKING CONDITIONS**

- Indoors in a high noise, climate-controlled facility, outdoors at the facility, or on-location in the community;
- Use of laser printer, copy machine, fax machine, telephone, industrial laundry machine, dryer, and cleaning supplies;
- Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches.

## **DRESS CODE**

Long pants, closed-toe shoes 100% of the time. Jeans and an SPCA logo t-shirt are appropriate. Business casual dress may be required at times with notice provided.

#### **COMPENSATION & BENEFITS**

- This is a part-time, hourly, non-exempt position with opportunity for career advancement if desired, and annual performance-based promotions.
- After a 60-day probationary period, the employee will become eligible for paid time off, paid birthday leave, low- or no-cost adoptions, and discounted shopping in the SPCA's boutique. Other benefits are detailed in the Employee Handbook.

#### **TERMS OF EMPLOYMENT**

In accepting this offer of employment, you certify your understanding that your employment will be on an at-will basis, and that neither you nor any Fredericksburg Regional SPCA (henceforth SPCA) representative have entered into a contract regarding the terms or duration of your employment. As an at-will employee, you will be free to terminate your employment with the SPCA at any time, with or without cause or advanced notice. Likewise, the SPCA will have the right to reassign you, to change your compensation, or to terminate your employment at any time, with or without cause or advanced notice. At the termination of employment, any relevant SPCA documents, software, data, or information must be turned over to the SPCA. Upon termination of employment you agree to make no disparaging or negative comments about the Fredericksburg Regional SPCA or its employees and officers and comply with the Fredericksburg SPCA's non-disclosure agreement as outlined in the employee handbook.