



540-898-1500 (tel)
540-898-1583 (fax)
10819 Courthouse Road
Fredericksburg, VA 22408

www.fredspca.org
www.facebook.com/fredSPCA

POSITION DESCRIPTION

Animal Behavior Coordinator

JOB SUMMARY: The Animal Behavior Coordinator is responsible for operating all aspects of the behavior and training program at the Fredericksburg SPCA. This behavior program is an innovative shelter behavior program that works to keep animals in homes and to foster the human-animal bond by providing high-quality behavior assistance and educational resources both externally to the community and internally to shelter staff and volunteers. The Coordinator will oversee administration of public-facing group classes, seminars, webinars, handouts, a behavior helpline and private consultations. These offerings improve animal welfare for thousands of animals across the Greater Fredericksburg area and include scholarship opportunities for pet owners who otherwise would be unable to access high quality behavior assistance.

The Animal Behavior Coordinator is also responsible for the behavioral health of the animals at the Fredericksburg SPCA and conducts behavior evaluations, enrichment programs, behavior modification, adoption and foster support and staff and volunteer training. This dynamic position includes administrative duties, staff and client education, dog/cat behavior evaluation and handling, programmatic development, and effective interaction with staff, volunteers and clients. The Coordinator is expected to be a positive representative of Fredericksburg SPCA and create strong, professional relationships within the organization and with external stakeholders. This position works closely with the Deputy Director to establish goals aligned with the Fredericksburg SPCA' mission to keep families and their pets together.

ESSENTIAL RESPONSIBILITIES

- Develop low cost behavior programs for the public that generate a minimum of \$50,000 per year
- Collaborate with the Leadership team on the development and implementation of the program
- Reply to behavior related concerns on previously adopted pets as needed
- Evaluate pets who are displaying behavior concerns and implement appropriate management and training protocols
- Deliver training modification for pets of pets in the care of the Fredericksburg SPCA who display concerning behaviors using reward-based methods and provide thorough instruction and notes to staff and potential adopters
- Give professional advice regarding the intake and placement of pets with behavioral challenges
- Communicate and collaborate with other departments as needed to support the Animal Behavior Program
- Provide guidance, training and support to staff members, volunteers, and fosters on a variety of animal training-related subjects
- Introduce pets with behavioral challenges to prospective adopters, communicate with and deliver 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
- Manage the dog walking volunteer program

- Ensure needed supplies for the Animal Behavior Program are in stock and any purchase requests are discussed/approved by the Deputy Director
- Manages databases used to promote, register, and facilitate training to community pets
- Reviews and analyzes routine and special reports detailing the status and/or success of the programs, prepares recommendations, and/or initiates corrective action
- Assists in the preparation of grant applications and proposals
- Submit weekly and quarterly reports to the Deputy Director
- 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
- Other tasks as assigned

REQUIREMENTS

- Work experience conducive with supporting the responsibilities of this position including work with animals in a shelter environment
- Self-starter, initiating activities within the framework developed with minimal supervision
- Proven experience working with the public, developing and maintaining 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 three 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 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
- Knowledge of basic veterinary medical concepts preferred

WORKING CONDITIONS

- Outdoors, exposed to weather conditions on ARC grounds
- 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 full-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.