



Midcoast
H U M A N E

- Job Title:** Behavior and Training Manager
- Department:** Operations
- Site:** Brunswick and Edgecomb
- Job Classification:** Full Time; Salaried, Exempt Position
- Job Relationships:** Reports to Executive Director, works closely with Animal Care Teams, Clinic, Customer Care and the public
- Supervisory Responsibilities:** Oversees the Behavior and Training Assistant; trains and educates on behavior; oversees staff behavior work and works with volunteers
- General Purpose:** Attends to the mental health and behavior of pets in MH's care
- Schedule:** This position is a member of the Midcoast Humane operations team and schedule is 40 hours, 5 days a week. One weekend day required. Evenings may be required as public classes, volunteer trainings and other shelter needs determine
- Salary:** Negotiable and commensurate with directly applicable experience and credentials

SUMMARY:

The Behavior and Training Manager is responsible for utilizing the Behavior and Training Standard Operating Procedures to conduct behavior plans, enrichment programs and evaluations at both Midcoast Humane's shelters and ensure the proper following of the above by staff and volunteers.

REQUIREMENTS:

- High School diploma or GED equivalency
- Dog training specific credentials
- Understanding of animal behavior, evaluation, and training methods in relation to animal sheltering
- Three years' experience with dog training
- Animal care, animal sheltering, and/or veterinary experience preferred
- Ability to handle emotionally charged experiences and conversations with tact, kindness and calm
- Desire and willingness to expand knowledge of behavior, training, and wellness activities
- Ability to communicate clearly in writing and verbally
- Experience with computers; knowledge of Pet Point Shelter Software preferred
- Fear Free Shelter Program Completion with certification submitted to Business Office; can be completed upon hire
- A valid Maine Driver's License

DUTIES AND RESPONSIBILITIES:

- Assess and consider daily the safety and needs of our animals, our employees and volunteers and the public and how we can improve all of the above, everyday
- Maintain a positive, professional demeanor while interacting with staff, volunteers, clients, and members of the public
- Use positive reinforcement training methods to create a healthy environment for our animals
- Instruct all staff and volunteers on positive reinforcement training methods
- Accurately observe, evaluate, and document animal behavior while in the shelter, behavior history, and animal interactions with the public
- Train and oversee the work of the Behavior and Training Assistant
- Maintain and update the behavior and enrichment program for dogs, cats and small animals at Midcoast Humane
- Coach and mentor staff and volunteers to ensure that the individual behavior plans and welfare protocols are understood and followed
- Work closely with staff and volunteers to confirm each animal is receiving the behavioral care they need to thrive in the shelter environment
- Work with adoption staff to make sure they understand behavior evaluations and can effectively explain evaluation summaries to adopters
- Lead canine playgroups in accordance with the Shelter Playgroup Alliance Guidelines and the LIMA ethical standard and train care staff in playgroup protocols
- Participate in the adoption counseling process for dogs, cats and small animal with behavior needs
- Move animals through the behavior evaluation process in a timely fashion
- Consult on the housing set ups and enrichment to reduce animal stress, meet behavioral needs, and further training goals
- Recognize, assess, and solve challenges as observed or reported in conjunction with the Medical Director and other shelter staff
- Take part in animal placement discussions
- Engage and educate the community about animal training, behavior evaluations, and Midcoast Humane's ongoing commitment to animal welfare
- Maintain tidy and sanitary workspaces
- Assist other areas of Midcoast Humane as needed including animal care and customer care
- Other duties as assigned

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT:

- Duties of the job are performed in an animal shelter/animal clinic setting
- The employee is frequently exposed to odors or airborne particles including animal fur, disinfecting chemicals which can be toxic and zoonotic diseases
- Consistently exposed to animals and animal allergens under conditions without alterations available
- Fast-paced environment with potentially stressful, and/or delicate situations
- The noise level in the work environment can be very loud
- Must be able to lift at least 50 lbs. unassisted
- Able to climb stairs
- Able to scoop, bend, twist, lift, squat, kneel, grip and reach

- Able to handle all sized dogs, including large dogs, safely on leash
- Able to stand, walk and handle animals and/or clean animal housing for several hours up to an 8-hour shift
- Able to sit at a computer workstation and type and use a mouse for 2-4 hours at a time as part of normal job functions
- Move about the buildings and campuses consistently to coordinate work
- Able to interact with all varieties of domestic animals and their associated dietary and housing items without issue