

The Pennsylvania SPCA, founded in 1867, is Pennsylvania's oldest and most comprehensive animal welfare organization, and the second oldest in the Country. With locations in Philadelphia, Lancaster, Danville (Montour County), our Main Line Animal Rescue Center (Chester County ), and an Animal Law Enforcement division covering eighteen Pennsylvania counties, we transform tens of thousands of lives throughout the commonwealth each year. For more than 157 years, we have confronted animal suffering with unwavering determination, working to rescue animals in crisis and prevent cruelty before it begins. Through innovative medical care, groundbreaking animal law enforcement, targeted community outreach, and compassionate adoption services, we create second chances for Pennsylvania's most vulnerable animals while strengthening the human-animal bond that enriches our communities.

### **JOB DESCRIPTION – Regional Behavior Manager**

**SUMMARY:** The **Regional Behavior Manager** will work collaboratively with all animal program staff and volunteers to identify, prevent, and treat behavior issues to meet lifesaving and adoption goals and ensure the most humane and shortest stay possible while creating the program's future across our three satellite sites. The Manager will be responsible for each animal's behavioral assessment and treatment plan and making appropriate recommendations regarding the outcome. The development and implementation of public dog-training classes will be the responsibility of this Manager, along with the creation of additional protocols designed to prevent surrenders or to keep adopted pets in their new homes. This job description intends to represent the duties and responsibilities required of positions given this title. It shall not be construed as a declaration of the total of any particular position's specific duties and responsibilities. Employees may be directed to perform tasks other than those specifically presented in this description.

#### **PRINCIPAL DUTIES:**

- Manage all aspects of the behavior program at our Main Line site, including the program's volunteers and staff, under the general guidance of the Site Manager and Medical Director.
- Manage intake and prioritize intake diversion when possible.
- Oversee and assist with behavior assessments and subsequently design and implement individualized behavior modification plans for animals exhibiting various issues, including under-socialization, human aggression, and severe animal aggression.
- Expand training to assist adoption counselors with creating appropriate and long-lasting matches while having open, unbiased, productive conversations before adoption.
- Ensure Behavior Plans are explained thoroughly and that families can carry them out prior to the animal's adoption.

- Design and implement a post-adoption follow-up procedure to assist with any behavioral (or medical) issues that may have occurred since the animal was adopted.
- Assist Danville and Lancaster Sites directors with behavior plans and individual case management.
- Develop and implement a daily enrichment program for all shelter animals utilizing the assistance of volunteers and staff outside the Behavior Department.
- Ensure accurate and timely data entry. Maintain and report statistics that accurately reflect the effectiveness of the intake and behavior departments, and use that data to seek ways to increase the efficacy.
- Ensure that all protocols, policies, and procedures are appropriately documented and implemented, including writing SOPs for newly designed procedures or programs.
- Stay abreast of current trends and research in Animal Behavior in shelters.
- Collaborate with the Director of Human Resources to ensure adequate staffing levels by recruiting, selecting, orienting, and training employees; maintaining a safe, secure, and legal work environment; and developing personal growth opportunities.
- Ensure that the facilities and equipment are maintained in a safe, clean, and serviceable condition and that staff are trained to safely and adequately use all equipment as needed in performing their job duties.
- Create a climate in which staff and volunteers are motivated and empowered to perform at peak levels, maximizing the program's ability.
- Maintain the confidentiality of all information.
- Always treat people and animals with respect, contribute to effective teamwork, promote staff cooperation, and foster public relations beneficial to the organization.
- Perform other duties and assist the animal programs director as assigned.

#### **PHYSICAL/ENVIRONMENTAL REQUIREMENTS:**

- Sit for long and short periods viewing a computer screen and seeing printed documents.
- Repetitively use hands to type on a computer keyboard and mouse for long and short periods.
- Flex the neck upward and downward; twist the neck and the waist.
- Lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain animals when necessary.
- Push/pull moderately heavy objects up to 25 pounds. Walk dogs weighing up to 150 pounds in a variety of weather conditions.
- Bend, stoop, squat, reach above and below shoulder level, grasp and turn objects, stand, and/or walk frequently and repetitively throughout each shift.
- Assess medical and behavioral changes in animals both visually and audibly.
- May communicate via handheld radio or cell phone.
- Work environment includes constant exposure to animals and animal allergens.
- Drive an automobile.

## **EDUCATIONAL REQUIREMENTS:**

- B.A. or B.S. required, with specialized education in the animal behavior field (animal behavior/cognition, experimental psychology, zoology, animal science, etc.); M.Sc. or M.A. preferred
- Animal Behavior Society CAAB or ACAAB preferred, or eligibility to earn such certification within 2 years of hire
- Fear Free or Low Stress handling certification or a willingness to obtain certification within 60 days of hire;
- Must be CPDT-KA certified or can obtain certification.

## **EXPERIENCE, ABILITIES, AND QUALITIES REQUIRED**

- Minimum of 5 years' experience handling and evaluating animals with behavior issues;
- Minimum of 5 years' experience working in animal shelters
- Minimum of 2 years' experience managing personnel, preferably in an animal-related industry; experience managing a behavior team in a shelter strongly preferred
- Must be comfortable and knowledgeable in physically handling behaviorally challenging animals, including cats, dogs, equines, avians, and livestock.
- Must possess knowledge of common health and behavior problems in companion animals and learning theory. Demonstrated experience using positive reinforcement methods of animal behavior modification.
- Ability to work independently and effectively with other managers and staff to accomplish daily tasks and strategic plans, and contribute effectively as a team.
- Supervisory experience managing a team of staff and volunteers in a dynamic environment.
- Effective written and verbal communication skills. A self-starter, facilitator, and organizer.
- Computer literate.
- Ability to balance organizational and financial priorities.
- Affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace. Must handle work's physical and emotional aspects in an animal shelter environment, including euthanasia.
- Ability to communicate with the public, volunteers, and co-workers pleasantly and tactfully at all times. Must exhibit maturity, good judgment, sensitivity, and professionalism.
- Demonstrated ability to meet goals and objectives.
- Good analytical skills and ability to identify and assess issues/opportunities.
- Be comfortable and skilled in working with a culturally diverse staff, volunteers, and community.
- Must have a valid Driver's License and be in good standing with the Department of Motor Vehicles

**IMMEDIATE SUPERVISOR: Site Director**

**HOURS** FLSA STATUS: EXEMPT POSITION

**INTRODUCTORY ASSESSMENT PERIOD:**

All new employees will complete a 60-day introductory assessment period beginning on their hire date, during which they will learn the essential responsibilities of their position with the Pennsylvania SPCA

**EMPLOYMENT:**

Employment with the Pennsylvania SPCA is at-will, with no guaranteed minimum period implied by an offer acceptance. This applies to all positions, including exempt ones, and means the employee or the Pennsylvania SPCA may end employment at any time based on organizational needs. The Chief Executive Officer retains final authority regarding all employment decisions.

The Pennsylvania SPCA is an equal-opportunity employer.