Job Description

**Job Title:** Training and Behavior Consultant

**Department:** Training and Behavior Department

**Classification:** Full-time (40 hours/week), hourly, non-exempt, non-seasonal

**Job Relationships:** Reports to Training and Behavior Manager and Training and Behavior Supervisor, works closely with Training and Behavior Consultants and Coordinators, Behavior and Health Coordinators, Volunteer Services Coordinators, Adoption Specialists and volunteers.

**Position Summary:** Conducts behavior modification sessions for shelter canines and felines, group training classes, and private training sessions. Provides quality adoption counseling to clients and conducts post-adoption follow-up phone calls for all animals participating in the behavior modification program. Supports staff and volunteers in efforts to understand complex animal behaviors in order to provide appropriate counseling to clients. Represents the Humane Society of Boulder Valley (HSBV) and speaks locally on topics related to animal training, behavior and care. Maintains organized and concise documentation pertaining to the job and provides routine administrative support for the department.

**Essential Duties and Responsibilities:**

**Animal Training and Behavior**

- Supports positive reinforcement as the primary training method employed by the Humane Society of Boulder Valley.
- Implements HSBV’s highly successful, nationally recognized, shelter behavior modification program for dogs and cats who demonstrate food guarding, body handling sensitivities, fearful behavior, dog-dog incompatibility, separation anxiety, long-term residency, visual/hearing impairments, and/or inappropriate elimination to ensure highest standard of care for sheltered animals.
- Performs two to three behavior modification sessions daily for designated shelter dogs and cats and maintains daily communication and documentation regarding animal progress.
- Alerts Director of Animal Behavior and Sheltering or Training and Behavior Manager of concerns or changes in animal behavior that may preclude their participation in the program.
- Instructs two group training classes per day; serves as lead instructor for Control Unleashed and Grumpy Growler classes.
- Conducts complimentary private consultations for behavior modification animals post-adoption.
- Conducts at least two private training or private consultations for public clients per week. Consultations will address a variety of behavioral conditions, excluding cases of dog/dog and dog/people aggression with bite histories.
- Provides ongoing training and technical behavior modification support to HSBV employees and volunteers. Works closely with advanced volunteer animal handlers and other volunteers as assigned.
- Facilitates interdepartmental communication and continuity in training shelter animals.
- Represents the Humane Society of Boulder Valley (HSBV) and speaks locally on topics related to animal training, behavior and care.
- Supports special projects as requested including photography, videography, Petango (adoption) descriptions, and other efforts to promote HSBV.
Administrative and Operational Support

- Works with the department manager and supervisor to maintain inventory, supplies and equipment.
- Maintains a clean, attractive, and safe Training Center environment. Keeps a tidy workstation and ensures training classrooms are clean and organized following group training classes and private consultations.
- Attends special events and conducts community outreach. Promotes HSBV’s adoption programs and training and behavior initiatives, including the No Choke Challenge.
- Provides front-line phone support for the Training Center and handles routine correspondence such as general requests for information.
- Processes training class registrations, schedules appointments, and conducts reminder and follow-up phone calls.
- Completes behavior modification follow-up phone calls and emails and accurately documents information in PetPoint animal management software and follow-up binders. Assists in compilation of service and behavior modification statistics for the department.
- Works closely with department manager and supervisor to design and implement improvements in training class curriculum, client handouts and behavior materials.

Client Service and Shelter Support

- Responds to client email, voicemail and other inquiries in a timely manner.
- Provides direct support to adoption services by fulfilling regular behavior modification and counseling shifts in the shelter department as assigned.
- Facilitates adoption counseling for shelter animals with emphasis on behavior modification patients and animals with behavior disclosures. Provides professional, thoughtful, and necessary conversation to ensure each animal’s needs are understood and strategized.
- Conducts dog-dog meets with potential adopters and for the purposes of co-kenneling HSBV residents
- Provides support to dog and puppy foster volunteers, including home visits for behavior modification animals.
- Identifies and coordinates enrichment opportunities for long-term residents, Give a Dog a Bone (GADAB), Give a Cat Attention (GACAT) and Canine Maintenance animals including animals under bite quarantine and animals begin housed in administrative offices. Works closely with Animal Services and Behavior and Health to accomplish daily goals.
- Informs the Director Animal Behavior and Sheltering or Training and Behavior Manager of developments that may affect HSBV including client concerns and animal behavior issues.
- Actively promotes HSBV’s mission, services, programs and events.
- Actively supports employees and volunteers and promotes the development of skills related to the advancement of our goals and mission. Represents HSBV in a professional and courteous manner at all times. Provides quality service to clients, volunteers, and employees recognizing their individual contributions to the success of our organization.
- Performs duties of Adoption Specialist as needed.

Safety

- Follows all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk.

Other Duties

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Qualifications:

Education/Experience

Bachelor’s degree desired, preferably in psychology, biology, or other science-based field; or equivalent experience in animal behavior. Minimum two years experience in animal sheltering, dog training, or exotic (zoo or aquarium) animal training. Certification in dog training and behavior counseling, or active enrollment in a certification program, required. One or more of the following certifications is preferred: Certified Trainer and Behavior Counselor through Jean Donaldson’s Academy of Dog Trainers; Karen Pryor Academy Certified Training Partner (KPA-CTP), or Certified Pet Dog Trainer (CPDT). Must possess a Colorado driver’s license with an insurable driving record. No allergies to animals.
Bilingual (Spanish/English) individuals encouraged to apply.

**Knowledge and Skills**
Professional and educational expertise in animal learning theory, scientific behavior modification strategies, and positive-based, force-free animal training including strong clicker training skills. Excellent verbal and written communication and customer service skills. Ability to initiate projects, accomplishes multiple tasks, and maintain flexibility in a dynamic work environment. Basic computer skills in a Windows environment required. Committed to maintaining the integrity of HSBV’s adoption program and the mission of the Humane Society of Boulder Valley.

**Work Conditions**
Work is performed in an animal kennel environment, training arenas, and a shared office environment; some work is performed outdoors. Ten-hour shifts spent standing, sitting, bending, lifting, twisting, walking, answering telephones and performing data entry. Exposure to animals, zoonotic diseases, cleaning agents and chemicals. Subject to animal bites and scratches while handling animals of questionable temperament. Occasional lifting of up to 50 pounds with assistance. Scheduled during business hours with evenings and weekends required to meet training class, shelter, and client needs.

P/Personnel Management/Job Descriptions and Postings/Training Center/Training and Behavior Consultant Job Description 2016
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