



**MAUI HUMANE SOCIETY
Job Description**

The Maui Humane Society is committed to protect and save the lives of Maui's animals, accepting all in need, educating the community, and inspiring respect and compassion towards all animals.

Job/Position Title: Behavior Manager **Status:** Exempt **Date:** 2022

Primary Purpose: Responsible for the day to day activities of Maui Humane Society's behavior and training (B&T) program. Plays a primary role in positioning MHS as a community resource for behavior and training resources, and developing a profit center for MHS through training classes and behavior counseling services. Manages the Behavior Coordinators and Enrichment Coordinator. Works under the direction of the Director of Animal Care (DAC).

Essential Duties/Functions:

1. Develop, promote, coordinate, and conduct a full range of animal training programs (classes, educational seminars, and adopter support) to enhance the public's knowledge of animal welfare, behavior and training.
2. In cooperation with DAC, Animal Care Manager and Volunteer Coordinator, provide leadership, direction, and education for B&T efforts of staff and volunteers. Provide guidance and day-to-day management for all B&T activities.
3. Teach animal safety and behavior classes to shelter staff, volunteers and fosters to improve handling and to teach shelter animals skills that enhance their adoptability.
4. Develop, write and design materials used in B&T programs. Maintain a resource library of animal B&T materials, including resources for the website.
5. Develop and maintain B&T logs documenting public training and consultations via email, phone, video and in person.
6. Develop and maintain B&T logs documenting all in-house training with shelter animals.
7. Oversee development and implementation of behavior assessments for shelter animals.
8. Work with our Medical Director to provide and maintain behavior pharmaceuticals for our shelter animals
9. Provide individualized behavior modification recommendations for special needs shelter animals and train staff, volunteers and fosters to carry out these recommendations.
10. Guide and develop a shelter-wide enrichment program for all shelter animals with the aid of the Enrichment Coordinator.
11. Counsel adopters and potential adopters to assist transition and success of adoptions. Provide adopters with B&T recommendations for behavior issues.
12. Implement and maintain adoption follow ups for animals in the B&T program.
13. Participate in the 360 committee, supporting Enrichment and Behavior Coordinators.
14. Participate in the euthanasia review process for in-house behavior cases.
15. In cooperation with the Volunteer Coordinator, coordinate and oversee organized dog playgroups for in-house shelter dogs.
16. Train, direct and supervise volunteers assisting in B&T activities such as but not limited to playgroups and training classes. Provide the Volunteer Coordinator with performance feedback.
17. Establish and maintain positive contacts with the local and national B&T community as well as

comparable departments of other animal welfare organizations.

18. Develop and maintain revenue via online consultations and group and private training classes for the community. Implement an online booking system for all classes offered.
19. Identify and monitor key measures of success and report on them monthly or quarterly. Maintain records of program progress.
20. Write reports, articles, and other communications for use in promotional and public relations efforts.

General:

1. Facilitate promotional strategies and activities and solicit support of the agency overall, maintaining and promoting a positive public image standard relevant to MHS. Represent MHS at public events and fundraisers as requested.
2. Identify needs for repairs and/or replacement of equipment when necessary and communicate needs to DACS. Report and correct any safety hazards or unsafe use of MHS equipment.
3. In the absence of other directors, serve as a second signer for euthanasia decisions.
4. Communicate effectively with DACS on relevant issues, keeping him/her informed in a timely manner.
5. Participate in disaster preparedness and response activities for the shelter and community as it pertains to pet animal related needs.
6. Attend and participate in departmental and shelter meetings. Attend educational opportunities as recommended/approved.
7. Responsible for overall cleanliness and organization of relevant work areas.
8. Participate in the daily feeding and cleaning of shelter animals when staffing calls for assistance.
9. Other duties as assigned by DAC.

Knowledge, Skills & Abilities:

- Knowledge of MHS policies and procedures.
- Ability to handle animals safely and with patience, gentleness, and compassion.
- Must understand and be able to employ humane training methods that are consistent with the mission of MHS.
- Must provide a high level of customer service at all times, even under stressful conditions. Participate in decisions that result in our customers and animals receiving outstanding, personalized service.
- Ability to create and sustain positive working relationships within MHS with staff, volunteers and the public.
- Strong organizational skills, with attention to detail and accuracy and good follow up skills; time management skills with the ability to implement priorities, and the ability to consistently meet deadlines with steadfast dependability.
- Ability to handle multiple tasks in a busy workplace environment.
- Ability to think clearly, act quickly and utilize sound judgment in a variety of situations.
- Requires emotional capacity to handle euthanasia related issues including communication about these issues to the public.
- Must work in a manner that reflects a safe environment for animals, the public and other employees.
- Proficient in Google Apps. Capable of designing forms, spreadsheets, and promotional materials and collecting information.

Physical Demands: Requires the ability to be physically active during the entire shift. This position involves desk and computer work in addition to animal handling. Must be able to lift and carry up to 50 pounds. Must be able to work at a fast and efficient pace.

Working Conditions: Outdoors, air-conditioned office environment, shared office space, direct contact with animals of varying degrees of handleability.

Equipment Used: Pet related items (leashes, collars, harnesses, carriers etc.), animal restraint equipment, computers, printers, digital camera, cash register, phone, smart phone, fax machine, copier.

Working Hours: This is a salary position that requires flexibility. While a typical work week will be 40 hours it can include weekends, emergencies and/or meetings that will require flexibility.

Education & Experience:

Minimum Qualifications:

- High school graduate or equivalent.
- Experience working in a team environment.
- Must have a minimum of 2 years dog training experience with multiple breeds.
- CPDT credentials practicing science-based positive training techniques.
- Fear Free Certification.
- Prior background in animal welfare or related field, preferably within an animal shelter.
- Possession of a valid driver's license with a clean driving and criminal abstract.

Additional Qualifications that would benefit this position:

- Previous management experience.
- CPDT-KA credentials.
- Fear Free Trainer Certification.
- Previous experience with behavior assessments and positive reinforcement behavior modification protocols.
- Experience handling cats.
- Post high school education.