

**Job Title: BEHAVIOR & ENRICHMENT COUNSELOR**  
**Reports to: BEHAVIOR & ENRICHMENT MANAGER**  
**FLSA Classification: NON-EXEMPT**  
**Date Drafted: JULY 2022**

## POSITION SUMMARY

The Behavior & Enrichment Counselor is responsible for improving the lives of shelter animals through behavior modification and enrichment sessions.

## POSITION RESPONSIBILITIES - ESSENTIAL

*This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.*

- Responsible for helping to maintain and grow the Greenville Humane Society's Behavior & Enrichment program including educating staff and volunteers about animal behavior, providing enrichment for shelter animals, and implementing individual training programs for shelter animals.
- Communicate directly with staff in person, through notes in the behavioral notebook and via GHS Facebook groups.
- Participate in stress and disease reduction efforts through purposeful and compassionate handling and placement of animals in the shelter environment.
- Responsible for getting to know the adoptable animals to add information to their personality profiles and kennel cards, therefore making them more adoptable.
- Attention to detail and the ability to assess individual animals that may require special attention in order to improve their ability to be adopted.
- Basic animal handling and training skills.
- Follow established disease protocols to daily clean, disinfect and maintain shelter grounds, kennels, cages, and general areas.
- Operate laundry and dishwashing equipment.
- Cultivate positive client, volunteer and coworker relations through professional, courteous and educational interactions.
- Practice and encourage humane treatment of animals.
- Develop a sense of knowledge in regards to GHS as a whole to answer questions from the public accurately.
- Ensure a safe work environment; follow all safety guidelines, including PPE, attend a yearly OSHA training and modeling safe work practices.
- **Observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.**
- **To utilize animal handling skills to provide a safe and friendly environment for the animals at GHS**

## ESSENTIAL SKILLS AND EXPERIENCE

- Educational background—High school diploma or equivalent.
- Professional demeanor and good communication skills with the ability to work well with others in a fast-paced environment.
- Excellent customer service skills
- Demonstrates strong organizational skills (record keeping, time management, follow up, etc.).
- Strong verbal and written communication skills; interpersonal skills.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
- Strong analytical, problem solving and reasoning ability.
- Ability to take direction, follow instructions accurately and accept constructive criticism.

### BENEFICIAL SKILLS AND EXPERIENCE

- General knowledge of animal health and welfare.
- Experience with animal handling/training and behavior.
- Skill in animal restraint and handling techniques.
- Ability to interpret animal body language.

### REPORTING RELATIONSHIPS

- The Behavior & Enrichment Counselor reports to the Behavior & Enrichment Manager and works closely in conjunction with the Adoption and Kennel teams.

### KEY MEASURES

- Objectives set annually
- Annual performance feedback

### ORGANIZATIONAL COMPETENCIES

<b>Transparency and Integrity</b>	Behaves consistently across situations and ensures that words and actions are aligned. Admits mistakes and accepts responsibility.
<b>Decision-Making</b>	Seeks to discover the root causes of problems, rather than addressing symptoms. Avoids over or under analyzing problems/issues. Makes decisions by weighing multiple factors, some of which may not fully defined. Considers the risks and consequences of action and/or decisions.
<b>Teamwork and Collaboration</b>	Builds and maintains routine business relationships with peers and others inside and outside of the organization. Adds value to the team environment and interacts with a positive attitude.
<b>Innovation</b>	Respectfully challenges the status quo by analyzing the strengths and weaknesses of current approaches. Modifies and adapts current methods and approaches to better meet needs.

### MENTAL & PHYSICAL DEMANDS- ADA GUIDELINES

Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling / Fingering	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A

