

Job Title: BEHAVIOR & ENRICHMENT MANAGER
Reports to: ADOPTION CENTER OPERATIONS MANAGER
FLSA Classification: NON-EXEMPT
Date Drafted: SEPTEMBER 2021

POSITION SUMMARY

The Behavior & Enrichment Manager is responsible for maintaining and growing the Greenville Humane Society Behavior & Enrichment Program.

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 both maintaining and growing the Greenville Humane Society’s Behavior & Enrichment program including educating staff and volunteers about animal behavior, implementing daily enrichment for shelter animals, and designing individual training programs for shelter animals.
- Responsible for training new recruited Dog Walking volunteers through effective, hands-on Volunteer Orientations several times each month in conjunction with the Community Engagement Manager.
- Oversee daily operations to ensure staff and volunteers are following procedures/protocols regarding animal handling and enrichment item distribution.
- Assess the animal intake protocol and make changes as needed.
- Participate in Dog Behavior decision making in conjunction with the Senior Management team.
- Manage the GHS Behavior Committee and conduct meetings to discuss training plans for shelter animals.
- Oversee the behavior and enrichment training to all new employees.
- Communicate directly with staff daily both in person, through weekly meetings and via GHS Facebook groups.
- Develop and adapt work techniques and program enhancements to ensure the continued progress and growth of the behavior and training programs in all buildings.
- Develop and direct behavior seminars and workshops for staff, volunteers, and the public to help them better understand animal behavior, enhance the human-animal bond, and increase animal adoptions.
- Ensure enrichment items and training materials are available for usage. Update and maintain enrichment and training wish list.
- Actively participate in regularly scheduled management meetings.
- Maintain the yearly Behavior & Enrichment budget.

ESSENTIAL SKILLS AND EXPERIENCE

- Educational background—College Bachelor’s degree required but major area of focus can be varied.
- 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.
- Relationship management-- ability to be persuasive and provide leadership to subordinates.
- Ability to create and foster a collaborative team environment.
- 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 Manager reports to the ACOM and works closely in conjunction with the Adoption and Kennel team on many projects throughout the year.

KEY MEASURES

- Objectives set annually
- Behavior & Enrichment budget met or surpassed
- Financial targets and other metrics
- Annual performance feedback

ORGANIZATIONAL COMPETENCIES

Transparency and Integrity	Behaves consistently across situations and ensures that words and actions are aligned. Admits mistakes and accepts responsibility.
Decision-Making	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.
Teamwork and Collaboration	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.
Innovation	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.

MANAGEMENT COMPETENCIES

Business Acumen	Understands own and cross-functional business operations and how revenue is generated. Stays current on industry trends and competitive issues.
Resource Management	Gathers and applies data and feedback to more effectively utilize budget, materials, time and/or personnel. Balances cost against benefits in all activities and encourages others to do the same.

Problem-Solving	Understands role and how it fits into overall department and organizational structure and how it impacts and is impacted by other issues/processes. Works with relevant people to solve issues that arise.
Critical Thinking	Solicits input from others prior to offering recommendations or making decisions. Many of the solutions are suitable and properly address the problem.
Change Management	Explains how the change affects current processes and the potential opportunities/ consequences of proposed changes. Advocates the advantages of change.
Aligns Priorities with Organizational Goals	Able to establish department goals and how individual priorities support department goals.
Customer Service Excellence	Periodically seeks input from customers and may incorporate that into making minor improvements to service delivery

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
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A

Lifting Requirements

10 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A

Pushing and Pulling Requirements

12 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A

Definitions

N/A	Not Applicable	Activity is not applicable to this occupation.
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O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Print Employee Name	Employee Signature	Date Signed
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Print Manager/Supervisor Name	Manager/Supervisor Signature	Date Signed
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