

LYNCHBURG HUMANE SOCIETY POSITION DESCRIPTION

TITLE: Behavior and Training Manager
REPORTS TO: Director of Operations

Job Summary: The Behavior and Training Manager supports the Lynchburg Humane Society's mission by focusing on pets' behavior and enrichment needs. The Manager teaches public, staff, and volunteer training classes, manages playgroups, and provides consultations using positive-based, force-free training techniques. This position is responsible for creating educational content, assessing pets' behavior, and ensuring the pets' well-being in our care.

RESPONSIBILITIES:

- Support positive handling, training, and behavior strategies used and recommended by Lynchburg Humane Society; ensure the quality of programs meets current best practices.
- Teaches group classes and supports positive reinforcement as the training method employed by the Lynchburg Humane Society.
- Create curriculum, schedules, and conduct public, volunteer, and staff training classes and private one-on-one classes while presenting the training curriculum in an enthusiastic, engaging, and informative manner.
- Assist the Pet Help staff to counsel public clients in a way that seeks solutions and aids in pet retention.
- Perform daily behavior modification training sessions for designated shelter dogs.
- Identify animal behaviors, concerns, and changes and determine appropriate behavior plans
- Communicate animal behavior requirements, concerns, and changes using designated Google Chat rooms and ensure the Director of Operations is up-to-date on serious concerns and issues.
- Assist the Adoption team by facilitating adoption counseling for pets with behavior needs and behavior disclosures. Provide professional, thoughtful, and necessary conversations to ensure pets' needs are understood and strategized.
- Ensure all behavior memos in the shelter database are kept current, clear, and concise. Ensure updated behavior information is available at all times via the shelter database.
- Facilitate interdepartmental communication and continuity in training shelter animals.
- Be knowledgeable about state regulations and LHS protocols
- Exemplifies LHS Core Values
- Work closely with other managers to oversee the adherence to the LHS Pathway Planning Program.
- Ensure that visitors and animals receive high-quality care in a pleasant and timely fashion.
- Maintain a clean, safe environment for both animals and the public.
- Develop protocols and supportive resources for staff and volunteers, ensuring proper handling of animals in line with LHS policies.
- Create and implement daily animal enrichment plans, coordinating with the Pet Care team to ensure enrichment items are provided for all species.

- Participate in educational events for staff, volunteers, and the community, including humane education.
- Assist in decisions regarding the humane euthanasia of behaviorally compromised animals when necessary.
- Lead group and individual dog walking training sessions for volunteers and staff with the Volunteer Department.
- Assist and cross-train in other departments as needed.
- Stay current on best practices through ongoing learning and training
- Collaborate with teams across the organization to ensure seamless coordination and support for animal care, training, and behavior initiatives.
- Other tasks as assigned by management staff

KNOWLEDGE, SKILLS, AND QUALIFICATIONS:

- Professional Dog Training/Behavior certification
- Minimum of High school diploma or equivalent
- Shelter experience, dog training, or other animal training.
- Excellent work ethic and initiative.
- Ability to work efficiently with limited supervision.
- Ability to maintain composure and excel in a fast-paced environment while remaining organized and accurate.
- Ability to communicate with the staff and public respectfully, even under pressure.
- Computer and data entry experience,.
- Ability to work with and handle dogs from all various backgrounds and sizes.
- Professional and educational expertise in animal learning theory, scientific behavior modification strategies, positive, force-free animal training methods, and strong clicker training skills.
- Must have excellent written and verbal communication skills and be an effective public speaker.
- Cat behavior familiarity is a plus.
- Ability to initiate projects, accomplish multiple tasks, and maintain flexibility in the work environment.
- Must be available to work weekends and holidays as deemed necessary.
- Ability to work both independently and as part of a team in a hands-on environment.

I have read and understand my job description: _____
Employee signature

Date: _____

