



Bucks County

Society for the Prevention of Cruelty to Animals

www.bcspca.org

JOB ANNOUNCEMENT

Job Title: Animal Behavior Assistant
 Reports to: Director of Animal Behavior
 Status: Full-time, hourly

SUMMARY

This position will primarily encompass training, evaluation, interactions with, and care for the animals in the shelter. The Animal Behavior Assistant will also contribute to behavior evaluations and decisions about in-shelter and in-foster animals. They will assist with the animal transport-in program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs all job duties in an efficient, positive, helpful manner with good internal customer service to staff and volunteers. Participates in and promotes BCSPCA safety programs. Willingly assists public in all aspects of BCSPCA programs. Shares information to enhance the public's knowledge of animal welfare, as well as their knowledge of the BCSPCA's mission and policies in a helpful, positive, and timely fashion.

- Performing behavior assessments, evaluations, and providing enrichment, training, and modification programs for sheltered animals to ensure adoptability and placement.
- Communicate regularly and directly with Director of Animal Behavior both in person and by sharing video, notes and observations on a consistent basis.
- Assist in managing the flow of dogs and other animals through the shelter by ensuring timely evaluations, thorough notes, highest standard of care we can deliver, and quality of life is maximized throughout the length of their stay
- Monitoring the mental health of the animals on an ongoing basis during behavioral work, and rapidly identifying and reporting any medical or behavioral problems
- Participating in behavioral euthanasia decisions when asked.
- Advising people who are having a problem with their pet and/or who want to surrender their pet when requested.
- Identify animal behavior and care needs, document, execute, and report to appropriate department.
- Acts as primary point of contact for volunteers on animal behavior, training and being sure to loop in Director and Volunteer Manager.
- Assist with the development of programs and training to work closely with volunteers that are assigned and trained in different behavior programs.
- Ensuring safe and humane animal handling at all times.
- Maintain documentation and record keeping for behavior programs as needed.
- Assure a safe working environment.
- Work as a team member with other departments.
- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time to follow directions, to take criticism, to get along with coworkers and supervisors; treat coworkers, supervisory staff, members and guests with respect courtesy and to refrain from abusive, insubordinate and/or violent behavior.
- This summary is not intended to be all-inclusive; the job will perform other reasonably related business duties as directed by the Director of Animal Behavior.
- Perform other duties as assigned.

EDUCATION AND/OR CERTIFICATION

- High school diploma or equivalent preferred
- 2+ years working with dogs and cats in a shelter environment
- Experience working one on one with pet owners with training and behavior
- Perform behavior modification related to under socialization, , fear behavior, house-soiling, leash reactivity, resource guarding, impulse control, etc. Provide training and socialization for special need dogs (fearful, high energy, etc.) and shelter dog playgroup sessions.
- Clicker training skills
- Positive reinforcement training with dogs and cats
- 2+ years in a customer service focused position
- Comfort with and ability to work with animals of unknown disposition and/or aggressive tendencies
- Experience with PetPoint, Fear Free Handling, and Kelly Bollen assessment a plus

WORK EXPERIENCE and TECHNICAL SKILLS

- Excellent customer service and communication skills
- Ability to take direction and work consistently with a positive attitude
- Meticulous recordkeeping skills and attention to detail
- Strong organizational skills including self-motivation, honesty and reliability
- Ability to work in a positive manner in a team environment to assure all BCSPCA's goals are met
- Basic-level computer skills including Microsoft Office programs and internet technology; use of standard office equipment including but not limited to fax machines, scanners, copy machines, and printers

LANGUAGE SKILLS

- Excellent verbal and written communication skills
- Ability to convey instructions and information in a clear positive manner to co-workers and volunteers

REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Good decision-making and leadership skills

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Pennsylvania driver's license and a good driving record

OTHER SKILLS and ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate but can be quite high at times (kennel areas).

**Resume and cover letter should be emailed to HR@bcspca.org
or mailed to Bucks County SPCA, PO Box 277, Lahaska, PA 18931**