

JOB/POSITION TITLE: **Dog Enrichment Coordinator**

STATUS: Non-exempt

LOCATION: Moiliili Campus (& West Oahu Campus as needed)

PRIMARY PURPOSE: The coordinator will facilitate Hawaiian Humane's behavior and enrichment programs with a primary focus on dog enrichment. This role is accountable for ensuring an exceptional experience for the animals in the organization's care, improving and maintaining their physical and mental wellbeing.

Reports To: Behavior Manager

Supervises: Volunteers

ESSENTIAL DUTIES/FUNCTIONS:

- **People Care.** Ensuring internal and external patrons (employees, volunteers, Hawaiian Humane partners and community members) and their needs are a primary focus. Communication and contact must be clear, understandable, cooperative, professional and respectful in all circumstances and will occur through face to face, telephone, and electronic mail. Employees are expected to actively support a positive team environment, directly address conflict with the goal of problem solving and appropriately express concerns. This position interacts with and collaborates with employees and volunteers at all levels of the organization.
- **Customer Care.** Deliver high-level customer service to Hawaiian Humane community members via Behavior/Enrichment Programs including, adoption follow up support, volunteer support and needs related to department assigned volunteers. Communicate with a diverse group of people in a consistently compassionate, informative, respectful and professional manner. Manage emotionally difficult situations with strong communication skills and empathy.
- **Program Assessment, Development & Growth.** Work with directors, managers and peers to create, develop and implement program standards, SOPs and systems, ensuring these are updated, followed, and communicated with staff and volunteers. Support organization objectives and plans including existing programs such as enrichment program for all species. Work in conjunction with direct supervisor and other department managers to assess and monitor programmatic efficacy and impact and implement improvements. Assists in the management of department resources including supply acquisition and inventory.
- **Animal Behavior Evaluation and Support.** With volunteers and staff, implement behavior interventions, gather behavioral information, and provide enrichment activities to support animals' behavior needs during their stay. In partnership with other departments, monitor the behavior of animals in Hawaiian Humane care to identify animals who may benefit from enrichment interventions. Work collaboratively to implement, monitor and revise individualized plans as appropriate. Monitor animal population to identify and resolve issues that may compromise their care and placement. Enter plans, notes and other necessary information into tracking systems and shelter software program. Review cases and appropriately pathway animals using pathway planning tools.

- **Training and Education.** Train volunteers and staff on organization standardized, least intrusive, minimally aversive animal handling. The coordinator will model and train Fear Free and positive reinforcement methods for animal handling at every interaction. Work with and handle animals of varying species, size and temperament daily in a caring, safe and respectful manner. Teach staff and volunteers to identify and address behavior concerns. Assist in maintaining educational and support collateral on animal behavior and handling for internal and external use.
- **Volunteer Management and Cultivation.** In partnership with Volunteer Services, build and nurture a team of dedicated enrichment volunteers. Support and work closely with volunteers to ensure industry best practices are utilized in the enrichment of the animals. Effectively develop, lead, and retain volunteers to support all behavior programs and services. Prepare and maintain volunteer schedules for adequate daily volunteer coverage within enrichment programs and initiatives.
- **Personal and Professional Development.** Keep abreast of animal behavior and training trends especially as it applies to the sheltering environment. Work with the manager and peers to create and innovate best practices and together with the team develop the future state of the behavior department at Hawaiian Humane.
- **Organizational Support.** Participate in meetings, sharing and implementing program and organizational improvements. Collaborate with colleagues to balance competing priorities, create organizational alignment, support strategic planning, execute upon organizational initiatives, and ensure alignment with core values, vision, and mission. Participate in inter-departmental meetings and discussions to support and develop initiatives.

OTHER DUTIES/FUNCTIONS:

- **Operations Support.** Works with other departments within the organization to resolve issues of mutual concern and improve operations.
- **Other Duties as Assigned.** May include organization-wide support as needed, including but not limited to participation in events, serving as spokesperson, fundraising, covering other operational departments, and Hawaiian Humane's role as a first responder to disasters.

JOB CONDITIONS:

- Work Environment: Indoors and outdoors as needed. Safely handles all species of animals. May be subject to animal bites and scratches. Potentially prolonged periods of walking or standing. Potentially prolonged periods of sitting and repetitive motion. May work in an area with high noise level. Exposure to cleaning chemicals, fumes, dust, animal dander, and feces.
- Equipment Use: Computer, database and telephone systems. Use of all sheltering-related animal equipment including tools for containing animals humanely, safely, and securely.
- Hours: Based on operational requirements. Shift times are scheduled to support organizational needs and may include weekends, some evenings and holidays.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Must be committed to Hawaiian Humane goals, objectives, and programs.
- Works with Veterinary Services and Operations departments to provide feedback about animal pathway planning on a daily basis.
- Must be comfortable making pathway determinations both individually and as part of a team, this includes humane euthanasia outcome determinations.
- Participates in daily rounds as needed to provide placement feedback based on observations.
- Ability to foster a cooperative, encouraging and positive work environment with staff and volunteers.
- Ability to supervise and communicate with volunteers in conjunction with volunteer services. Ensures all volunteer policies are adhered to.
- Ability to utilize effective problem solving/decision making skills.
- Ability to work independently and initiate and prioritize multiple tasks.
- Must be able to work with people and animals in a pleasant, courteous and professional manner.
- Must maintain a professional appearance and exercise sound judgment during all interactions with the community, staff and volunteers.
- Must have strong mediation skills and exercise compassion, patience and tact when working with difficult or emotional situations or people.
- Must possess strong interpersonal skills, active listening and communication, organization, and problem-solving skills.
- Must be able to communicate effectively, both orally and written, when giving presentations, training and supervising volunteers.
- Must be able to analyze data.
- Must have basic computer knowledge and ease in navigating and utilizing several Microsoft applications such as Outlook, Excel, Word, and PowerPoint.
- Must be able to perform physically rigorous work, stand for entire shift and able to lift up to 50 pounds with or without reasonable accommodations.
- Must have no limitations to prevent handling or working with animals. Requires strong animal handling skills and ability to safely restrain animals if needed.

QUALIFICATION REQUIREMENTS:

- Skills/Knowledge: An understanding of positive reinforcement training methods and animal behavior. Ability to foster a cooperative, encouraging and positive work environment with staff as well as volunteers. Experience leading and coordinating volunteers in a training/coaching environment. General knowledge of animal sheltering software, PetPoint preferred.
- Education/Training: High school diploma or equivalent required. Bachelor's degree or comparable work experience preferred. Certification from CCPDT or IAABC (or similar) is preferred.
- Experience: A minimum of one years' experience in a supervisory capacity or similar role working with and overseeing volunteers required. Experience working

with dogs required. Familiarity with and understanding of animal sheltering preferred.

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.