



Tony La Russa's  
**Animal  
Rescue  
Foundation**

**Job Title:** Behavior Manager  
**Reports to:** Animal Programs Director  
**Department:** Intake and Behavior  
**FLSA Classification:** Exempt  
**Updated:** December 2018

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#### Core Values

- Open
- Driven
- Educator's Spirit

#### Strategic Anchors

- Save Lives
- Inspire Learning
- Connect Hearts

#### Position Summary:

Work collaboratively with all animal program staff to optimize acquisition of highly adoptable rescued dogs and cats, and address their behavior needs in a timely manner to maximize shelter/adoption center space and meet agency lifesaving and placement goals. Responsible for identification, prevention and handling of behavior issues in shelter guests. Ensure that internal education and community-directed training classes are held to high professional standards of delivery and content and comply with ARF's training philosophy, with a focus on enhancing the human/animal bond to keep families together.

#### Principal Duties:

- Manage all aspects of ARF's intake & behavior program, volunteers and staff, including shelter dog and public training programs, under the general guidance of the Animal Programs Director. Ensure collaborative approach and use of resources to maximize impact. Create a climate in which staff is motivated and empowered to perform at peak levels.
- Provide leadership to intake staff bringing in all of the organization's rescued dogs and cats. Help minimize the intake of difficult to place animals in order to maximize the total number of animals that can be accepted into ARF's adoption program. Give careful consideration to behavior and health of animals in other shelters, while keeping in mind ARF's current shelter population and adoption trends.
- Oversee and assist with behavior evaluations of current shelter guests using designated assessment tools (currently ASPCA SAFER or proprietary cat behavior assessment). Review and assess individual animal behavior evaluations, as needed. Ensure appropriate application of behavior matrix in decision-making process. For animals that fall below ARF adoption criteria, guide the euthanasia review process, complete appropriate documentation and sign off on paperwork.

- Monitor and ensure success of behavior team in identification, treatment and prevention of behavior issues thereby increasing adoptions and decreasing adoption returns.
- Ensure consulting and fee-for-service training program is addressing the needs of adopters to allow dogs to remain in adoptive homes. Ensure timely information flow for ARF animals entering public training.
- Ensure accurate and timely data entry. Maintain and report statistics that accurately reflect the effectiveness of the Intake and Behavior Department and use that data to seek ways to increase effectiveness and support organizational reporting needs. Conduct and analyze regular quality assessments and customer satisfaction surveys. Ensure that paperwork is complete, correct and filed properly and promptly.
- Keep staff and associated volunteers informed of departmental policy, procedures and any changes.
- Approve Intake and Behavior staff schedules, time off requests, and overtime.
- Approve Intake and Behavior inventories and place orders for supplies and equipment.
- Assist in the preparation of budgets for the Intake and Behavior Department and implement new initiatives and/or program changes within the approved budget.
- Manage Intake and Behavior team to support ARF's animal programs:
  - Expand training to assist ARF adoption counselors with canine or feline matches, especially regarding observed animal behaviors or specific behavioral needs.
  - Maintain effective training advice delivery post-adoption for ARF adopters.
  - Design training materials and progress monitoring for shelter animals to improve behavior and increase adoptability.
  - Ensure timely behavior modification plans are sent home with adopters of specifically pre-identified dogs or cats.
- Promote teamwork, communication, and cooperation within the Intake and Behavior Department, with all other departments.
- Provide responsive customer service to adopters, other members of the public, volunteers, and other staff.
- Develop new ideas with staff in order to work toward ARF's strategic goals. Assist in seeing that the department's goals and objectives are achieved within defined time periods and that all reporting and tracking functions are accurately maintained and submitted.
- Ensure that all protocols, policies and procedures are properly documented and implemented; review regularly to ensure that any updates are made in a timely manner and communicated to all stakeholders.
- Ensure that the facilities and equipment are maintained in a safe, clean, and serviceable condition and that staff are trained in the proper and safe use of all equipment, as needed in the performance of their job duties.
- Always promote a humane and caring attitude toward all animals.
- Always treat people and animals with respect, contribute to effective teamwork, promote staff cooperation, and foster public relations beneficial to ARF.
- Maintain the confidentiality of all information.

- Comply with all Federal, State and local safety regulations and laws, as well as ARF policies and guidelines. Follow established procedures governing safe work practices; and perform duties in a manner that assures the safety of oneself and others.
- Ensure that supervised staff and volunteers comply with all Federal, State, and local safety regulations and laws, as well as ARF policies and guidelines.
- Perform duties in a manner that encourages attainment of goals, contributions and business for ARF and its programs.
- Promote teamwork, communication, and cooperation with all other departments.
- Drive ARF vehicles as assigned by supervisor.
- Follow safe driving practices obeying all traffic laws at all times when driving for ARF business purposes.
- Perform other duties and assist the Animal Programs Director as assigned.

#### Physical/Environmental Requirements:

- Work environment includes constant exposure to animals and animal allergens.
- Push/pull moderately heavy objects up to 25 pounds.
- Lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain animals when necessary.
- Kneel, bend, stoop, squat, reach above and below shoulder level, grasp and turn objects, stand, and/or walk frequently and repetitively throughout each shift.
- Flex the neck upward and downward; twist the neck and the waist.
- Tetanus and rabies inoculations are required or must be waived.
- Dexterity to handle animals and small objects.
- Assess medical and behavior changes in animals using a variety of techniques including, but not limited to, visually and audibly.
- Sit for long and short periods of time using a computer.
- Tetanus and rabies inoculations are required or must be waived.
- Drive a large automobile for an extended period of time.

#### Education:

Bachelor Degree is preferred. Qualifying work experience will be considered as an alternative on the basis that one year of experience may be substituted for one year of education.

#### Experience, Abilities and Qualities Required:

- Must possess knowledge of common health and behavior problems in companion animals as well as learning theory. Demonstrated experience or willingness to use positive reinforcement methods of animal behavior modification.
- Previous employment or volunteerism at an animal shelter or rescue is required.

- Ability to work independently and effectively with other managers and staff in order to accomplish daily tasks as well as strategic plans and contribute effectively as part of a team.
- Minimum 3 years supervisory experience managing staff.
- SAFER trained or ability to become SAFER trained.
- Effective written and verbal communication skills. A self-starter, facilitator, and organizer. Computer literate.
- Ability to balance organizational and financial priorities.
- Must be able to handle the physical and emotional aspect of work in an animal shelter environment, including euthanasia.
- Demonstrated ability to meet goals and objectives.
- Good analytical skills and ability to identify and assess issues/opportunities.
- Affection for animals, concern for their welfare and a willingness to accommodate animals in the work place.
- Ability to communicate with the public, volunteers and co-workers in a pleasant, courteous and tactful manner at all times.
- Demonstrate maturity, good judgment, and professional manner and personal appearance.
- Comfortable and skilled in working with a diverse staff, volunteers and community.
- Ability to work with, evaluate, coach and supervise staff and volunteers in an effective and respectful manner while holding individuals accountable for their results.
- Must have a valid California Driver's License and must not have more than two at-fault incidents in a three-year period and no major at-fault violations in the last ten years, and must be insured.
- Must be able to pass a background check.

**Hours:**

Position is full-time: 40 hours per week. Daily reporting hours and days of the week may vary according to the needs of the department. Weekend and evening work may be required.

**Salary:** \$50,000 - \$60,000 per year, DOE

**To Apply:**

An employment application is available for download on ARF's Career Homepage. To apply for this job, please send your cover letter, resume, and employment application to [tgimbel@arflife.org](mailto:tgimbel@arflife.org), fax to (925) 977-9079 or mail to "ARF Jobs, 2890 Mitchell Drive, Walnut Creek, CA 94598".