



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

Job Title: Intake and Behavior Specialist
Reports to: Behavior Manager
Department: Behavior
Updated: March 2018

Core Values

- Open
- Driven
- Educator's Spirit

Strategic Anchors

- Save Lives
- Inspire Learning
- Connect Hearts

Position Summary:

Provide behavioral training and support to staff, volunteers, and adopters to promote successful adoptions and improved quality of life. Assist with optimizing ARF's adoption program by acquiring a supply of highly adoptable rescued cats and dogs adequate to make maximum use of shelter/adoption center space and meet agency placement goals.

Principal Duties:

- Act as lead for cat and dog behavior-related requests and intake assessment.
- With other intake staff, help bring in all of the organization's rescued cats and dogs. 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.
- Evaluate animals in source shelters and from the community (owner surrenders, found by good Samaritans, strays, etc.) to determine their eligibility to enter ARF's adoption program.
- Obtain and evaluate: source shelter records, vaccinations, health history, current medications, animal's surrender and behavior notes, to determine eligibility to enter ARF's adoption program.
- Provide and assist with behavior evaluations of current shelter guests using ARF's behavior assessment protocols. Review and assess behavior evaluations, as needed.
- Approve cats and dogs that are ready to adopt, from a behavioral perspective.
- Ensure cats and dogs with training plans have visible instructions or information posted at their condos or rooms.
- Support ARF's adoption program:

- Assist ARF adoption counselors with feline or canine matches, especially regarding animal behavior or specific animal needs.
 - Respond timely to behavior line calls from adopters to improve pet retention and provide excellent customer service.
 - Provide training advice post-adoption for ARF adopters.
 - Write behavior modification plans to be sent home with adopters of specifically pre-identified cats or dogs.
- For animals that fall below ARF adoption criteria, complete appropriate documentation of the animal's behavior history for management review.
 - Facilitate cat and dog handling tests and skill set evaluations for volunteers to advance to new roles.
 - Execute behavior modification, and training plans for assigned dogs and cats.
 - Supervise senior volunteers who assist with behavior modification plans for assigned dogs and cats.
 - Work in collaboration with animal care staff to execute behavior, feeding and walking plans for assigned dogs and cats.
 - Maintain and report statistics and data that accurately reflect the status of assigned training and behavior cases.
 - Develop and implement behavioral enrichment ideas for shelter animals as time allows.
 - Assist with the accurate completion of animal records by providing and/or editing animals' profiles for weekly web updates.
 - Maintain ARF vehicles, making sure they are kept cleaned, are set up for intake of animals and report any issues with the vehicles to Supervisor and Facilities Manager. Supervise volunteers cleaning and setting up ARF vehicles.
 - Provide professional and prompt customer service to adopters, other members of the public, volunteers, and staff.
 - Assist in ensuring the goals and objective are achieved within defined time periods.
 - 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.
 - 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 as assigned, including occasional assistance with animal care duties or with adoptions.

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.
- Walk dogs weighing up to 150 pounds in a variety of weather conditions.
- 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.
- 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.
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- Tetanus and rabies inoculations are required or must be waived.
- Drive a large vehicle for an extended period of time.

Education Requirements:

- High school diploma; degree in Animal Behavior, Psychology, or related field preferred.

Experience, Abilities and Qualities Required:

- Experience evaluating, rehabilitating, and/or adopting out shelter animals.
- Experience working directly with a wide range of cats and dogs.
- Experience using and preference for positive reinforcement methods of animal behavior modification.
- Knowledge of various dog and cat breeds, behavior, and current general care and training practices.
- SAFER trained or ability to become SAFER trained.
- Demonstrated ability to meet goals and objectives.
- Good analytical skills and ability to identify and assess issues/opportunities.
- Experience working independently, as well as contributing effectively as part of a team.
- Effective written and verbal communication skills.

- Self-starter, facilitator, and organizer.
- 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 diverse staff, volunteers, and community.
- Comfortable and skilled in working with a culturally diverse staff, volunteers and community.
- 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:

Full-time: 32 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; as well as some overnight travel.

Salary: \$16 per hour

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, fax to (925) 977-9079 or mail to "ARF Jobs, 2890 Mitchell Drive, Walnut Creek, CA 94598".