

Job Title: BEHAVIOR & ENRICHMENT COUNSELOR
Reports to: BEHAVIOR & ENRICHMENT MANAGER
FLSA Classification: NON-EXEMPT
Date Drafted: DECEMBER 2024



POSITION SUMMARY

The Behavior & Enrichment Counselor is responsible for enhancing the lives of shelter animals through behavior modification, training sessions, playgroups, and enrichment.

POSITION RESPONSIBILITIES - ESSENTIAL

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Basic animal handling and training skills.
- Responsible for helping to maintain and grow the Greenville Humane Society's Behavior & Enrichment program including educating staff and volunteers about animal behavior, providing enrichment for shelter animals, participating in playgroups, and implementing protocols for shelter animals.
- Assist with behavior assessments and designing training protocols and treatment plans.
- Communicate directly with staff in person and through electronic recordkeeping software and via GHS Facebook groups.
- Record behavior observations, concerns, and reports using objective language.
- Participate in stress and disease reduction efforts through purposeful and compassionate handling and placement of animals in the shelter environment.
- Responsible for getting to know individual animals and participate in their enrichment and treatment plans to increase adoptability.
- Ability to remain level-headed and empathetic when interacting with animals who may be suffering from illness or mental distress.
- Follow established disease protocols to clean, disinfect and maintain shelter grounds, kennels, cages, and general areas.
- Operate laundry and dishwashing equipment.
- Cultivate positive client, volunteer and coworker relations through professional, courteous and educational interactions.
- Practice and encourage humane treatment of animals in a Fear Free environment.
- Develop a sense of knowledge regarding GHS as a whole to answer questions from the public accurately.
- Ensure a safe work environment; follow all safety guidelines, including PPE, attend a yearly OSHA training and modeling safe work practices.
- Observe animals for general physical condition, obvious signs of illness, disease, and discontent.
- Utilize animal handling skills to provide a safe and friendly environment for the animals at GHS.
- Flexibility and commitment to strong interdepartmental communication.

ESSENTIAL SKILLS AND EXPERIENCE

- Educational background—High school diploma or equivalent.
- Commitment to modern, science-based, humane animal training and care.
- Professional demeanor and ability to work well with others in a fast-paced environment.
- Excellent customer service skills.
- Strong organizational skills (record keeping, time management, follow up, etc.).
- Strong verbal and written communication skills; interpersonal skills.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality of care and accuracy of work.
- Strong analytical, problem solving and reasoning ability.

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- Ability to adhere to procedures and guidelines with the flexibility to adapt to changes.
- Ability to take direction, follow instructions accurately, and accept constructive criticism.
- Basic understanding of animal body language, behavior, and learning theory.
- Fear-free or other low-stress animal handling certifications.
- Enthusiasm for continuing education and advancements in the fields of animal welfare and behavior.
- A passion for a career in animal training and behavior.



BENEFICIAL SKILLS AND EXPERIENCE

- General knowledge of animal health and welfare.
- Skilled in humane, low-stress animal handling techniques.
- Ability to interpret animal body language in a high-volume shelter environment.
- Certification through CCPDT, IAABC, ABC or another modern dog-training certification organization.

REPORTING RELATIONSHIPS

- The Behavior & Enrichment Counselor reports to the Behavior & Enrichment Manager and works closely in conjunction with Adoption, Kennel, Foster, and Medical teams.

KEY MEASURES

- Objectives set annually
- 30/60/90-day check-ins
- Annual performance feedback

ORGANIZATIONAL COMPETENCIES

Transparency and Integrity	Behaves consistently across situations and ensures that words and actions are aligned. Admits mistakes and accepts responsibility.
Decision-Making	Seeks to discover the root causes of problems, rather than addressing symptoms. Avoids over or under analyzing problems/issues. Makes decisions by weighing multiple factors, some of which may not be fully defined. Considers the risks and consequences of action and/or decisions.
Teamwork and Collaboration	Builds and maintains routine business relationships with peers and others inside and outside of the organization. Adds value to the team environment and interacts with a positive attitude.
Innovation	Respectfully challenges the status quo by analyzing the strengths and weaknesses of current approaches. Modifies and adapts current methods and approaches to better meet needs.

MENTAL & PHYSICAL DEMANDS- ADA GUIDELINES

Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling / Fingering	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A

Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Lifting Requirements				
10 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Pushing and Pulling Requirements				
12 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Definitions				
N/A	Not Applicable	Activity is not applicable to this occupation.		
O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)		
F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)		
C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)		

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Print Employee Name _____ Employee Signature _____ Date Signed _____

Print Manager/Supervisor Name _____ Manager/Supervisor Signature _____ Date Signed _____