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**Behavior and Training Volunteer Coordinator**

##### Marin Humane is an equal opportunity, non-profit employer. Our mission is to transform lives through exceptional animal care, humane education, and advocacy. Every day, we inspire compassion and positive relationships between animals and people. Our Core Values are Dedication to Animals, Collaborative Spirit, Courage with Compassion, Pursuit of Learning, and Celebrating Differences.

**SUMMARY:** The Behavior and Training (B&T) Volunteer Coordinator is responsible for Dog Pet Pals (DPP), Dog Training Assistants (DTA), and Dog Behavior Volunteers. This large group of volunteers supports all of the walking, socializing and training of our shelter dogs prior to adoption as well as assisting with private consultations and group training classes provided for the community.

The B&T Volunteer Coordinator is responsible for arranging ongoing schedules, training, appreciation, and recruiting. The role is a blend of both administrative and hands on since supporting, monitoring and communicating with this pool of volunteers will require moving between planning, doing and showing. There is ample opportunity for collaborating with internal and external stakeholders on plans to change processes that will improve volunteers experiences, increase efficiency, and improve the quality of the work we do. He/she is accountable for accomplishing department goals, working collaboratively with internal and external stakeholders and supporting the mission, goals and philosophy of Marin Humane.

**ACCOUNTABILITY**:  Behavior and Training Managers

**HOURS**: Full–Time, 32 hours/week; including weekends

**STARTING SALARY**: $20.67/hr – 22/96/hr DOE

Accepting internal and external applications until position is filled

**To apply, please use the following link and create an applicant account to complete application:**

<https://secure.saashr.com/ta/i.MHS.careers>

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**VOLUNTEER MANAGEMENT AND TRAINING**

* Provide orientation, training, mentoring, certification, and ongoing training for B&T volunteers
* Determine, communicate and fill volunteer shifts
* Create enhanced communication and collaboration for program volunteers
* Support volunteer needs with scheduling, training tools and continuing education as examples
* Foster a spirit of teamwork among department volunteers and work effectively together to enable each volunteer and the department to succeed
* Coordinate with Director of Training and Compliance to develop online training tools for new and existing volunteers
* Host educational seminars and workshops to further volunteer skills (as both an individual contributor or with internal or external resources).

**VOLUNTEER RECRUITMENT & RECOGNITION**

* Attend Volunteer Services orientations to promote B&T programs
* Coordinate all aspects of B&T volunteer recruitment
* Define departmental volunteer needs and communicate those needs to the Behavior and Training Managers and the Director of Volunteer Services
* Encourage staff to recognize volunteers’ accomplishments
* Work with the Development department on annual fund-raising events

**CUSTOMER SERVICE**

* Promote and emulate exemplary customer service by providing courteous, prompt and responsive service to internal and external customers
* Understand, support, and articulate organization's policies and philosophies to the public in a positive and effective manner
* Fosters teamwork, creativity and a work culture aligned with Marin Humane’s mission and values

**ADMINISTRATIVE SUPPORT**

* Work closely with Director & Managers to ensure smooth operations interdepartmentally and employees and volunteers
* Work within B&T budget to meet the needs of the program volunteers (examples would be dog treats, harnesses, leashes, etc)
* Maintain administrative workflow as examples manage new volunteer paperwork. On an ongoing basis keep our contact data base current; managing onsite continuing education classes
* Track monthly statistics to reflect the impact volunteers have on the organization.
* Organize volunteer meetings and gatherings
* Attend committees and/or meetings as requested.
* Provide content for the monthly B&T *Noseletter*
* Collaborate with Marketing and Communication, Development, and Facilities on cross departmental initiatives
* Assess processes and systems for areas of improvement and bring forth creative and innovative ideas

**SAFETY & SECURITY**

* Be proficient at reading animal body language and act accordingly towards fearful or aggressive animals
* Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer’s safety policies and rules
* Must be willing to report safety violations as well as potential safety violations to appropriate supervisory or management personnel
* Adhere to the files and records retention policies and procedures
* Maintain appropriate files and records as assigned

**DESIRABLE QUALIFICATIONS**

An ideal candidate will possess the following knowledge, skills and abilities:

* Ability to maintain effective working relationships and represent Marin Humane with a wide range of staff, volunteer, external clients, donors, representatives of other organizations and the public
* Self-starter with an ability to take initiative and manage multiple priorities
* Excellent communicator (written, verbal and non-verbal) with a variety of types of individuals with varying motivations. Ability to take disparate types of information and consolidate into meaningful communications or actions.
* Strong demonstrated experience with PCs, collaborative work tools, and the Microsoft Office suite
* Excellent organization and planning abilities including creating, implementing and maintaining effective systems.
* Detail oriented individual who can handle a fast paced, fluid environment
* “Certified” or experienced Training Instructor/Behavior Consultant. Knowledge of training theory and methods, including classical conditioning, operant conditioning and variations of implementation, canine ethology, training exercises, dog handling and training equipment
* Knowledge of canine body communication, behavior and health
* The ideal candidate has a strong commitment to helping clients live well with their dogs and cats
* Must have strong leadership, social skills and conflict resolution abilities and enjoy working with people

**EDUCATION AND EXPERIENCE:**  A typical way of gaining the necessary knowledge, skill and ability outlined above is: Two years in a supervisory position. Successful completion of a certified dog training program would be a plus, a minimum of two years of experience training or handling dogs, two years of experience teaching guardians how to train their dogs, one year experience working with aggressive dogs in some medium and extensive general knowledge of canine behavior.

Pre-employment physical at Marin Humane expense.

Possession of a valid California Drivers’ License

and ability to operate a motor vehicle will be necessary.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Ability to comfortably handle various species of domestic animals
* The employee must occasionally lift, push, pull and/or move up to 50 pounds
* While performing the duties of this job, the employee is regularly required to sit and talk or hear
* The employee is occasionally required to stand, climb or balance; walk; reach with hands and arms and stoop, kneel, crouch, or crawl
* This position involves a regular amount of repetitive motion of hands and wrist
* The employee should have no known allergies to animals that would prevent him/her from performing the duties as required
* Specific vision abilities required by this job include close and distance vision (requirement may be met with corrective lenses), peripheral vision, depth perception and ability to adjust focus

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Regular exposure to a variety of animal species
* Ability to work evenings, weekends and/or holidays as business operations demand
* The noise level in the work environment can be loud
* While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles (pet dander) and toxic or caustic chemicals
* The employee occasionally works in a variety of environments including outdoor events, public and private indoor spaces and may be exposed to elements consistent with these environments

**BENEFITS**

**FULL-TIME EMPLOYEES (AT LEAST 32 HOURS/WEEK)**

1. Medical/Vision Plan  
   - - KAISER HMO
2. Dental Plan  
   - Includes Orthodontia for dependent children
3. Domestic Partner Coverage Available (Medical and Dental plans)
4. Life Insurance
5. Long Term Disability Insurance
6. Section 125 Cafeteria Plan

**ALL REGULAR EMPLOYEES (AT LEAST 20 HOURS/WEEK)**

1. Employee Assistance Program
2. Fitness Reimbursement Program
3. 403(b) Retirement Plan
4. Paid Holiday
5. Paid Vacation
6. Sabbatical Leave

**ALL EMPLOYEES (INCLUDING PART-TIME AND TEMPORARY)**

Paid Sick Leave

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