

HUMANE ANIMAL WELFARE SOCIETY
Intern to the Behavior Department

Job Description

I. Philosophy

The Intern to the Behavior Department shall subscribe to and support the Society's statements of Purpose as written in the Bylaws as well as the Principles and Beliefs included in the Policies of the Board of Directors.

An intern is effectively a volunteer employee while on shelter premises, and is expected to display a cheerful, welcoming persona to the public, staff and other volunteers. His or her actions have the potential to shape public opinion about HAWS. It is therefore important that clients are greeted warmly in our facility and that they leave with a positive outlook on the work we do for the animals and our community. The intern will be in a position to work directly with the public, and will be expected to display empathy and sympathy; always striving for an outcome leaving a positive impression with the public.

II. Principle Duties-Job Functions

1. Assist with dog training classes, including set up, take down of class equipment and taking direction from Instructor.
2. Learn, and gain proficiency in, methods and techniques for behavior modification and training under the mentorship of Mod Squad volunteers; operate as an integral part of the Mod Squad team.
3. Contribute to projects ongoing in the Behavior Department, including assisting with Dog Walker Orientations, creating and organizing client materials, and generally supporting Behavior Department staff.
4. Builds a good public image by maintaining the office area, providing client services as needed, being courteous, helpful and receptive to the public and their needs.
5. Works with staff and volunteers as required.
6. Upholds professional image of shelter at all times including adherence to required personal hygiene standards and dress.

III. Team Building/Personnel

The assistant to the Behavior Department will provide a total of 1 hour(s) of mentoring weekly toward mastery of training and behavior modification methods and techniques.

1. Emphasizes cooperation and team effort, over individual employee needs. Must work well with and be respected by all shelter staff and foster an atmosphere of cooperation with kennel and support staff.
2. Strives to make fellow employees better by sharing knowledge and experiences. Treats all team members, and volunteers with respect and courtesy.

3. Works and communicates effectively with others. Avoids gossip that can be destructive to team moral.
4. Communicates effectively both verbally and in writing with personnel and the public.
5. Prioritizes issues that require immediate and/or ongoing attention and attends to them accordingly. Is solution orientated and responds to issues directly and immediately, avoiding future problems.
6. Effectively promotes an environment that is calm, efficient, and productive where public courtesy is an expected standard.

IV. Policy Compliance

1. Maintains confidential information by discussing private and/or sensitive matters only with the appropriate persons and only in appropriate locations. Adheres to policies and procedures set forth in the required orientation activities.
2. Understands and supports the public's rights with full assurance of respect.

V. Knowledge, Skills and Abilities

1. Knowledge of operation of office equipment.
2. Working knowledge of computer systems specifically Microsoft Soft Office and Access / Excel.
3. Requires contact with the public that involves a high degree of courtesy.
4. Requires ability to effectively communicate verbally and in writing.
5. Requires the ability to work under pressure and under noisy conditions.
6. Requires research skills and working knowledge of statistical software.

VI. Reporting Relationship

1. The intern reports to the Manager, Behavior Department.
2. The intern will receive 2-4 performance reviews dependent upon the length of the program.
3. Upon completion of the program, the intern will receive a letter of recommendation which may be used in the pursuit of future academic and professional opportunities.

VII. Dress Code

The dress code may change depending on which part of the shelter the intern is working in. For most activities, casual business attire is appropriate, including:

- Close-toed footwear that completely encloses the foot, worn with socks.
- Long trousers.
- Sport-type shirt with sweater, vest, etc.
- Volunteer name badge.

Not appropriate:

Tank tops, bare midriffs, torn or overly tight jeans, sandals, dangling jewelry, t-shirts with logos.