

# Behavior and Training Admin Support

<b>Job Title:</b>	Behavior and Training Admin Support	<b>Location:</b>	Santa Rosa
<b>Department:</b>	Behavior & Training	<b>Hours:</b>	3-10 hrs./wk.
<b>FLSA Classification:</b>	Part-time, non-exempt	<b>Reports To:</b>	Canine Behavior and Training Manager

## SUMMARY

The Public Dog Training Admin Support must have excellent organization, computer skills and superlative customer service skills. This person will report to the Canine Behavior and Training Manager and be tasked with posting classes, tracking enrollment, creating rosters, and keeping trainers and clients informed of all class information by email and phone call. They are accountable for meeting department goals, working collaboratively with internal and external Humane Society of Sonoma County stakeholders and supporting the mission, goals and philosophy of the Humane Society of Sonoma County.

## DUTIES AND RESPONSIBILITIES

- Generate and provide dog training rosters to trainers and adoption staff 48-72 hours prior to class start date.
- Send graduation emails and survey.
- Create graduation certificates.
- Collect and track all waivers and vaccine records prior to client arriving to class.
- Navigate client support in Event Espresso plugin in WordPress
- Low enrollment cancellations.
  - Communicate potential low enrollment cancellation/reschedules with Canine Behavior and Training Manager.
  - If class is postponed or cancelled, notify the Dog Trainer, Adoption Department and Clients via email as soon as a cancellation is determined.
- Any additional admin duties agreed upon by Admin and Canine Behavior and Training Manager.
- Collaborate with Manager and Instructors to establish seamless communication processes.
- Assist with setting up classes and making sure the trainers have all materials needed.

## **CUSTOMER SERVICE**

- Promote and emulate exemplary customer service by providing courteous, prompt and response service to internal and external customers.
- Foster teamwork, creativity and a work culture aligned with HSSC mission and values.

## **SAFETY & SECURITY**

- Model and encourage safe practices and regulatory compliance throughout the organization
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and employer's safety policies and rules
- Maintain appropriate files and records as assigned
- Adhere to the files and records retention policies and procedures

## **DESIRABLE QUALIFICATIONS**

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

- Organized and skilled at multi-tasking.
- Knowledge of WordPress, Event Espresso and Microsoft applications.
- Excellent writing skills for composing follow-up emails to clients.
- Strong customer service skills and a passion for the understanding of the HSSC mission to create and grow lifetime relationships between pets and people through adoption, training, education and care.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Effective record-keeping skills.
- Ability to communicate clearly via email and phone.
- Working knowledge of Microsoft Word, Excel, Shelter Buddy and WordPress/Event Espresso a plus.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment characteristics 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.

- Must be able to interact with animals.
- Must be able to do phone or computer work for blocks of time.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move objects and animals up to 50 pounds.
- Must be able to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.

**Work environment:** A busy office and working environment with frequent exposure and handling of animals with unknown behaviors and temperaments. Exposure to moderate noise levels (such as barking dogs, ringing phones).

## **NOTES**

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

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Employee Name

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Manager Name

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Signature

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Signature

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Date

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Date