



Humane Society of Sonoma County Job Description

Job Title:	Dog Training Instructor	Location:	Santa Rosa/Healdsburg
Department:	Public Training	Hours:	Variable
FLSA Classification:	Part-time, non-exempt Salary: TBD	Reports To:	Canine Behavior and Training Manager

SUMMARY:

The Dog Training Instructor must have excellent skills in Canine Training and superlative customer service skills. He or she will teach group “companion dog” training classes in beginning through advanced levels at both Santa Rosa and Healdsburg locations. They may be asked to teach specialty classes, including Kinderpuppy, Recall, Loose Leash Walking and other classes that meet the needs and interests of the public. This person will conduct workshops that focus on dog-training skill development. He/she is accountable for accomplishing 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

DOG TRAINING INSTRUCTOR

- Instruct classes as assigned by manager for up to eight clients; class size is determined by location and curriculum.
- Instructor will fill class time slots as assigned by manager. Classes are scheduled according to the shifting needs of the community.
- Instruct classes **in a safe and humane manner by** adhering to science-based, reward-based, least intrusive, minimally aversive, positive reinforcement animal training.
 - Methodology and philosophy shall include force-free, dog centered training. HSSC does not condone the use of balanced or aversive training methods, defined as, “any circumstance or event that causes pain, fear, or emotional discomfort.” HSSC forbids the use of choke chains, prong collars, spray bottles, striking or hitting, scaring, or other punishing methods.
- Classes shall have at least three (3) or more registered participants. If less than three (3) class will be rescheduled or clients moved to an alternate class.
- Hold makeup classes in a timely manner for any classes cancelled by the trainer or manager during a class series. Consult with manager for scheduling concerns.
- Contact enrolled Clients (and any paid or unpaid assistant) at least (24) hours prior to class commencement and after each class session with pre- and post-class notes. If client cannot be reached via email, phone client before first class date to discuss pre-class notes and/or requirements.

- Communicate via email to Canine Behavior and Training Manager any changes to the class roster following the start date, including but not limited to clients canceling, unforeseen schedule changes or absent clients.
- Consult with clients regarding “next class” options that are best suited to their skill level and dog’s behavior.
- Fulfill required end-of-class cleaning process defined by Canine Behavior and Training Manager.

VOLUNTEER MANAGEMENT AND TRAINING

- Supervise and work with Classroom Training Assistant volunteers (CTAs). Explain needs for each weekly class with clear communication. Ensure that CTAs are integrated into the training instruction and practice and are viewed as part of the training “team.” Provide feedback to CTAs regarding their assistance with class operations and clients. Thank CTA’s for their assistance with classes. Regularly communicate to the Canine Behavior and Training Manager about CTA needs.
- Recruit CTAs and connect them with HSSC’s Volunteer Training Coordinator.

CUSTOMER SERVICE

- Provide exemplary customer service by consistently demonstrating courteous, prompt and compassionate service to both internal and external customers.
- Fosters teamwork, respect, integrity and a work culture aligned with HSSC mission and values within the Canine Behavior and Training department as well as the larger HSSC community.
- Works respectfully, professionally and compassionately with all HSSC volunteers. Provides guidance and training in procedures and protocols as needed.

CLASS MARKETING

- Follow directions of manager to help develop, market and promote new classes to the public.
- Send photos and video clips of classes in when appropriate to social media and manager.
- Conduct demonstrations, workshops, attend special events, write articles and post social media as needed.

SKILL DEVELOPMENT

- Actively pursues continuing education, which may include reading published material, watching videos/webinars, listening to podcasts, following social media, attending training classes and/or professional seminars.
- Ability to keep pace with the growth and changes occurring in the Dog Training Industry by demonstrating a willingness to adapt and be flexible.
- Participation in training classes offered by the Canine and Behavior Department.

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 all of the employer’s safety policies and rules.
- Maintain appropriate files and records as assigned.
- Adhere to the files and records retention policies and procedures.

Supervision: This position reports directly to the Canine Behavior and Training Manager.

DESIRABLE QUALIFICATIONS

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

- Skilled at training dogs of different ages, breeds and sizes.
- Specialized training in dog sports, such as scenting and tricks. Competition experience is required.
- Knowledge of dog breed characteristics.
- Knowledge of canine behavior and modification.
- Flexible, patient and capable of “thinking on your feet” to meet the needs of a diverse class of clients and dogs with varied skills, aptitudes and learning styles.
- Passionate about continually improving their teaching skills and curriculum.
- Ability to teach the class curriculum within the time allowed for each class session and series.
- Ability to provide constructive criticism in a positive and encouraging fashion.
- Ability to teach group dog training classes in a variety of indoor and outdoor environments.
- Ability to manage and direct volunteers in assisting clients and their dogs.
- Skilled at speaking in front of an audience of people and dogs.
- Organized and skilled at multi-tasking.
- Good 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.

EDUCATION AND EXPERIENCE: A typical way of gaining the necessary knowledge, skill and ability outlined above is:

- High school diploma (or equivalent) and a minimum of two of years teaching group dog training classes or four years actively assisting in dog training classes.
- CPDT-KA or KPA-CTP or currently pursuing education specific to dog training through an equivalent accredited certification program preferred.
- For Nose Work applicant: Participant in nose work classes for at least three years, with additional participation in nose work fun matches, trials and workshops to achieve a good understanding of the sport and current training methods.

Possession of a valid California Drivers’ License may 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.

While performing the duties of this job, the employee is occasionally required to sit and frequently required to walk and stand; this position involves a regular amount of repetitive motion of hands and wrists; the employee is regularly required to reach with hands and arms; the employee is occasionally required to climb or balance; stoop, kneel or crouch. The employee must occasionally lift, move, pull and/or push up to 75 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception. The employee should have no known allergies to animals that would prevent him/her from performing the duties as required.

WORK ENVIRONMENT: This applies to the Humane Society of Sonoma County Santa Rosa location and Healdsburg location. 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.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles (i.e. pet dander) and toxic or caustic chemicals. The noise level in the work environment is usually loud. Willingness to work outside normal business hours; weekend time commitment is mandatory for this position. The employee regularly works in a variety of environments including outdoor events, public and private indoor spaces and may be exposed to elements consistent with these environments.

The Humane Society of Sonoma County reserves the right, at any time with or without notice, to alter or change job responsibilities, reassign or transfer employees, or assign additional job responsibilities.

This job description does not constitute a written or implied contract of employment. The Humane Society of Sonoma County is an equal opportunity employer.

ACKNOWLEDGEMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description.

Employee Name

Manager Name

Signature

Signature

Date

Date