

Humane Society of Sonoma County Job Description

Behavior and Training Admin. Support

Job Title:	Academy of Dog-AOD Admin Support	Location:	Santa Rosa
Department:	Behavior & Training	Hours:	10-15 hrs./wk.
Classification:	Part-time, non-exempt	Reports to:	Canine Behavior and Training Manager

SUMMARY

The Public Dog Training Admin Support position requires excellent organization skills and superlative customer service skills. This person reports to the Canine Behavior and Training Manager and will work from the Santa Rosa campus and will support the Humane Society of Sonoma County – HSSC mission, goals and philosophy.

Tasks include respectfully keeping our instructors, students and HSSC stakeholders informed of all class information by email and phone while supporting HSSC's mission, goals and philosophy.

DUTIES AND RESPONSIBILITIES

- Respond to voicemail and email daily within 24 hours at the latest.
- Help students navigate Event Espresso by phone, email and/or text.
- Plan the Academy of Dog (AOD) training schedule for the year with the Canine Behavior and Training Manager (BnT).
- Communicate with the AOD instructors about their availability.
- Send calendar invitations to AOD instructors to confirm their class schedules.
- Make room reservations for classes.
- Schedule and post classes through Event Espresso.
- Monitor Event Espresso throughout the week to gauge enrollments.
- Manage the waitlist and communicate with students.
- Communicate potential low enrollment cancellation/reschedules with Canine Behavior and Training Manager
- Collect waivers and vaccine records *before* the client arrives at the first class. Follow-up via email then text, then phone call for those not submitted.
- Communicate with instructors that vaccines have been confirmed for their students.
- Send dog training rosters to the Canine Behavior and Training Manager, BnT volunteer admin, instructors and both adoption staff no later than noon the day before the class start date.
- Help create graduation certificates for graduating students.
- Send class surveys and collect data.
- Track data from class attendance.
- Assist instructors with canceling a class for an emergency.

- Notify the BnT manager and the adoption staff by email or text message ASAP.
- Confirm that all students have been notified via email, text and phone as soon as there is communication of a class being canceled.
- Make sure that a sign is hung on the door of the training room.
- Maintain the emailing list for AOD communications and promotions.
- Assist students with refund requests.
- Communicate with the webmaster and the BnT manager about changes needed on the HSSC website.
- Any additional duties agreed upon by the Admin and the Canine Behavior and Training Manager.

CUSTOMER SERVICE

- Promote and emulate exemplary customer service by providing courteous, prompt and response responsive 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: be willing and able to comply with all safety laws and policies.
- Maintain appropriate files and records as assigned.
- Adhere to the files and records retention policies and procedures.

DESIRABLE QUALIFICATIONS - The ideal candidate will possess the following knowledge, skills and abilities.

- Organized and skilled at multi-tasking.
- Knowledge of Event Espresso and Microsoft applications.
- Excellent writing skills for composing follow-up emails to clients.
- Strong customer service skills and a passion for understanding HSSC's 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 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.

Employee Name

Manager Name

Signature

Signature

Date

Date