

Dog Training Instructor

Paws4ever

Job Description

Position Summary:

The Dog Training Instructor is responsible for providing training services in the form of group dog training classes, private lessons, and one-on-one coaching as assigned.

The Instructor serves as a representative of the organization to all Learning Center guests, including but not limited to dog training clients and volunteers. S/he must answer questions and provide assistance as needed while maintaining a positive professional demeanor. S/he will treat the guests, staff and animals of Paws4ever with respect and maintain a high standard of professionalism as established by the organization.

The Dog Training Instructor reports to the Dog Training Program Manager and ultimately to the Executive Director and Board of Directors. Evenings and weekends required.

Principle Functions

Dog Training and Behavior Consultation

- Provide training services, in the form of group dog training, private lessons, and one-on-one coaching, both to the public and to volunteers and staff with Paws4ever dogs.
- Consult with current and potential customers to address training and behavioral issues in a positive and professional manner that encourages interest in and satisfaction with the program.

Guest Services & Community Relationships

- Represent and promote both the Paws4ever Dog Training Program and the wider organization to the local community and wider dog training community through public speaking, written materials, and prompt and courteous handling of phone calls, emails, and other correspondence.
- Greet and provide helpful, pleasant and tailored customer service to all guests based on the reason for their visit. Answer the phone and respond to email inquiries. Proactively solve customer problems as needed.
- Maintain a strong, professional relationship with our training partners, volunteers, donors, and clients.
- Ensure proper safety policies and procedures are followed by staff, volunteers and guests.

Leadership

- Support Dog Training Program Manager in efforts to develop, review, and update Dog Training Program curriculum and procedures to guide all actions within the Dog Training Program and Learning Center.
- Maintain and support effective and positive communication amongst all Dog Training Program team members, and in collaboration with other Paws4ever programs.
- Promote and practice safe work habits, with careful attention to potential safety hazards, operational inconsistencies and team member incidents. Report/document critical incidents (including but not limited to dog bites), conduct initial investigation and determinations of root causes in the interest of maintaining a safe work environment.
- Identify and take advantage of available training opportunities to increase skills and knowledge about dog training and behavior, program management best practices, customer service, leadership, and other relevant topics.

Operations & Administration

- Accept and process donations responsibly and accurately. Provide proper documentation of donations to Development Manager.
- Serve on committees and attend regular staff meetings and meetings with manager as requested.
- Submit timesheet bi-weekly.
- Additional duties as assigned.

Qualifications

- Minimum one years' experience in dog behavior, health, handling, training, and care.
- Minimum one year experience coaching dog owners in both group classes and private lessons, either professionally or as a skilled volunteer.
- Demonstrated training experience and knowledge in animal behavior and the practical application of science-based training techniques including operant conditioning, specifically positive reinforcement. Experience addressing puppy obedience, family dog obedience, and minor behavior problems (jumping, house-soiling, mouthiness, etc.), as well as experience recognizing and referring more serious dog behavioral issues such as extreme fear, aggression towards other dogs, resource guarding, etc. Working knowledge of various dog equipment such as harnesses.
- Skill observing, interpreting, and appropriately responding to canine body language. Experience with basic functional canine behavior assessments. Excellent animal handling skills.
- CPDT-KA or KPA-CTP, or approved equivalent (preferred), or currently pursuing education specific to dog training instruction through an equivalent accredited certification program; if not currently pursuing dog training education, must be willing to do so.
- High school diploma or equivalent required.

Values

The Dog Training Instructor should also demonstrate the Paws4ever values:

- **Compassion:** Each one of us is here because we care deeply about the well-being of the animals and people in our community.
- **Commitment:** Our dedication to animal welfare drives us to approach our work with professionalism and to actively pursue excellence in our service.
- **Connection:** Relationship-building is the core of our work. We cultivate lifetime connections, not one-time transactions, with our animals, our clients, and our community.
- **Curiosity:** Every day, we are eager to learn new skills and discover better ways to support pets and people. Our impact grows as we improve through learning.