Position Description

Title: Instructor, Pet Training Classes
Reports to: Training Administrator and Behavior Department Manager
Position Status: Part Time

General Responsibilities and Position Functions
1. Work with and take direction from the Training Administrator and Behavior Department manager to ensure the high quality of the Community Dog Training Class Program, as well as resolve any conflicts or issues within the program. Advise these individuals of any clients conflicts or additional training needs, and will advise the Training Administrator of vacations and time off as needed.
2. Take direction from the Behavior Department Manager and solely prescribe to HAWS training methods and standards while engaging in HAWS business and training class instruction.
3. Promote the Program and shelter to clients attending classes, including promoting the missions and events of HAWS, additional classes in HAWS Dog U, and products sold in classes and at the shelter.
4. Maintain a high level of professionalism inside and outside the classroom when representing the shelter. Wear attire appropriate for the dress code of the classroom.
5. Inform clients and Assistants of any weeks that will be skipped in a series.
6. Work closely with and mentor any Assistants assigned to their classroom. Interactions with Assistants should be positive and respectful. Report any concerns to the Training Administrator.
7. Be effective and adaptable in classroom management to meet the needs of specific clients. Arrive 30 minutes prior to start of class and be willing to stay after class as long as necessary to answer client questions. Ensure that classroom is fully set up prior to class, and adhere to all cleaning protocols after or in between classes. Responsible for securing the facility after the last class of the day.
8. Learn the curriculum demonstrating mastery of methods and techniques to leadership prior to instructing in the classroom. Demonstrate each lesson to clients in a manner that is clear and concise, and encourage clients’ skill development.
9. Maintain necessary skills and seek out ways to improve knowledge regarding dog training practices. Adapt to changes in curriculum, and contribute suggestions for improvement of curriculum.
10. Maintain class rosters in an accurate and clear manner. Hand out receipts as necessary. Collect vaccination records and indicate date received on roster; follow procedures for clients who do not present valid records. Collect discount certificates and fit dogs for harnesses as needed.
11. Teach the classes assigned and find a substitute instructor for any absences. Notify the Training Administrator of any instructor substitutions; notify clients and Assistants in advance.
12. Attend all required meetings and participate in HAWS events where Instructor presence is needed.
13. Be available to teach classes at both the Waukesha and Delafield locations.
14. Ability and willingness to pursue certification through CCPDT or IAABC with organization’s support.
15. Understand the liability of program consistency and the need for safe training of animals.
16. Participate in the continuous improvement of the position and department.
17. Adherence to and support of the organization’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.
18. Other duties as assigned.

Position Requirements
1. Requires a high school degree and/or at least 3 years of comparable direct and appropriate work.
2. Requires a minimum of 4 years of animal handling, behavior and customer service.
3. Must have a valid Wisconsin Drivers License and be insurable for HAWS vans.
4. Ability to effectively communicate verbally and in writing.
5. Ability to work under pressure and under noisy conditions.
6. Ability to lift 50 pounds and work on feet for long periods of time; must be able to manage large dogs on a variety of floor surfaces safely.
7. Must meet expectation of job through a flexible schedule including Saturday and/or Sunday hours regularly.

Employee Signature: _______________________    Date: ________________