



Job Title: Animal Training and Support Coordinator
Department: Intake Prevention
Reports To: Animal Training and Support Manager
FLSA Status: Non-exempt, hourly

Summary

This position assists the Animal Training and Support Manager in creating training materials for volunteers, staff, and the public regarding common dog and cat behavior challenges for both animals adopted from Peggy Adams and not. This position is also responsible for assisting the Animal Training and Support Manager in executing Peggy Adams' post-adoption training support program to all animals adopted from Peggy Adams. Additionally, this position is responsible for assisting Animal Training and Support Manager in providing training support and consultation to clients considering surrendering their pet to Peggy Adams to attempt to help those individuals retain their pets.

Essential Duties and Responsibilities include the following. Other duties may be assigned by the Animal Behavior Manager.

Adopter and Community Support

- Provide post-adoption support via phone, email, and other methods of communication to all Peggy Adams adopters in line with the program created by the Animal Training and Support Manager.
- Assist in the creation and implementation of training classes targeted at the public, including clients who have adopted from Peggy Adams and those who have not.
- Assist in the creation and implementation of curriculum regarding commonly seen shelter behavior issues to be shared with staff and volunteers.
- In conjunction with and at the direction of the Animal Training and Support Manager and Associate Director of Animal Operations, act as liaison between Peggy Adams and foster care volunteers who are caring for a Peggy Adams animal that may or may not be displaying challenging behaviors either in the shelter or in the foster home.

- Provide support to Humane Education department related to animal behavior curriculums and programming.
- Assist in the creation of in-home training and enrichment plans for animals living with foster care volunteers.

Staff and Volunteer Support

- Work alongside department volunteers, providing guidance and ensuring experience is enriching for the volunteer.
- Contribute to a workplace conducive to high employee morale and output, ensuring positive working relationships between clients, staff, and volunteers.

Other responsibilities

- Provide excellent service to all clients and organizational stakeholders at all times.
- Maintain accurate recordkeeping for all interactions with clients in database.
- Keep inventory of supplies used/needed.
- Maintain a clean and organized work environment.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working knowledge of animal shelter operations preferred.
- Understanding of common behaviors in both dogs and cats required.
- Ability to speak in a public setting, teach classes, and engage the public required.
- Ability to provide excellent service via multiple methods of communication (phone, email, text, virtual, etc.) required. Working knowledge of multiple virtual communication channels preferred (Zoom, GoToMeeting, FaceTime, etc.).
- CPDT-KA or similar certifications a plus.
- Must support the League's mission, policies and practices.
- Must be well versed in Windows OS, Microsoft Word, Outlook and Excel
- Must be able to problem solve.

- Experience working in a customer service setting required.
- Must have the ability to work in a constantly changing team environment.
- Must be able to provide accurate information at all times.
- Must be able to work weekends.
- Must have a high-level ability to multi-task, organize and perform detailed tasks efficiently and with accuracy.
- Must adhere to the company's dress code.
- Bilingual (English/Spanish) a plus.

Education and Experience

- High School Diploma, GED, or higher
- One year customer service experience required

Computer Skills

- Working knowledge of publishing programs
- Working knowledge of Microsoft Office

Materials and Equipment Used

- Computer, printer, copier, scanner
- Telephone, cellular telephone

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 consistently required to sit. They are required to work in front of a computer monitor for the duration of their shift. In addition, the employee is constantly required to talk, hear and use hands for grasping, reaching, typing and other operative tasks. The employee is required to stand or move frequently. The employee will also be required to bend neck and twist body. The employee will be required to consistently lift an animate or stationary object of up to 25 pounds.

Work Environment

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 frequently exposed to a climate controlled indoor office environment. The employee is occasionally exposed to outdoor weather conditions. The employee is frequently exposed to animal odors and animal fur.
- The noise level in the work environment is usually moderate.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that the organization may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee Printed Name _____

Date _____

Employee Signature _____