



## POSITION SUMMARY

### **Wayside Waifs Inc.**

**Title:** Canine Public Training Assistant Manager  
**Reports to:** Canine Behavior & Training Manager  
**Updated:** June 2020  
**Status:** Non-Exempt, Full-time  
**Approved by:** Geoff Hall, President

#### The Mission of **Wayside Waifs**

*Preparing pets and people for the bond of their lives.*

We accomplish our mission by protecting and caring for the animals under our watch; by reaching out to the community for love and support; and by teaching others about the profound joy that pets bring to our lives.

### **Position Summary**

Reporting to the Canine Behavior and Training Manager, the Canine Public Training Assistant Manager will serve as the primary resource for our public training classes and community dog training educational outreach focused on helping people train their dogs to be well mannered companions and family members. Working with the Vice President of Animal Welfare & Operations and the Canine Behavior and Training Manager, this person will develop and manage public dog training classes, specialty workshops and educational canine training outreach opportunities with an emphasis on outstanding customer service. This position will also support the efforts of the Canine Behavior Team and will serve as the primary resource for canine training and behavior related inquiries from members of the public.

### **Knowledge, Skills, and Abilities**

- In possession of, or ability to acquire a CPDT-KA or recognized equivalent.
- 2-4 years of animal training, including dogs, reading animal body language, behavior knowledge and experience, to include theory of positive reinforcement and animal training techniques.
- Ability to teach beginner to advanced classes.
- Ability to safely work with any size dog.
- Knowledge of and experience with various positive reinforcement training methods and training tools and the skills to apply them appropriately.
- Proficient in using and training marker based training techniques. (clicker, whistle)
- Excellent written and verbal communication skills as well as public presentation experience.
- Ability to work independently and within a team environment.
- Proficient computer skills with the ability to prepare reports, and maintain an efficient recordkeeping system.
- Self-motivated, organized individual with the ability to manage multiple priorities in a fast-paced environment.
- Excellent interpersonal skills and a focus on the highest quality customer service.
- Exhibit flexibility and professionalism in a fast-paced, stressful environment.

### **Primary Responsibilities and Duties**

- Public class schedule and curriculum development
- Work with the Canine Behavior & Training Manager to create and maintain training class recommendations for all animal age groups, packages and incentives to send home with adopters and class attendees
- Manage, schedule and train the canine public training team and volunteers.



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- Track and compile program data to be used in reporting and future program development.
- Positively address, resolve, and report customer or departmental concerns in a timely manner.
- Support the behavior modification maintenance plans for Wayside behavior program graduates housed in the main building.
- Interview and assess compatibility of private dog trainers and contract trainers as needed and ensure compliance with Wayside's training philosophy.
- Ensure that behavior related inquiries from Wayside adopters and other members of the public are addressed and properly routed in a timely manner.
- Conduct group training classes for the public and adopters. Train staff, volunteers, and vetted private trainers to conduct public training classes in line with Wayside's training philosophy and manage the schedule of classes.
- Develop and implement SOP guidelines that ensure best practices for public dog training.
- Maintain a good working relationship with the other departments and their managers and teams.
- Ability to work a flexible schedule including evenings and weekends.
- Oversee the scheduling of public dog trainers and classes and ensuring coverage for scheduled classes.
- Foster a team environment to meet departmental goals.
- Other duties as assigned.

### **Staff Management**

- Oversee and support program staff and volunteers in the public dog training program.
- Train program staff and volunteers by providing regular, ongoing feedback and advanced training
- Research continuing education opportunities for training team

### **Working Conditions**

- Exposure to animal waste and zoonotic diseases.
- Exposure to all weather conditions when working outdoors.
- Must be able to physically restrain dogs up to 100lbs.
- Be able to bend and periodically sit on the floor.
- Ability to move training equipment as needed
- Significant amount of standing during a typical day.
- Ability to use basic cleaning supplies.
- Noise level is moderate to high.
- Must have a valid driver's license.

### **Education**

- High school diploma required
- Certification completed or in progress: CPDT-KA or equivalent