

## **Job Description: Team Trainer**

The roll of Team Trainer is to provide client care for veteran clients and graduated teams through one-on-one sessions, group classes, continuing education, etc.; on-site kennel management; case management; etc. Team Trainers must possess exceptional organizational and time management skills and have the ability to work independently and as a team member. Preferred, 2 years' experience in dog training. Paws and Stripes' training philosophy is focused on positive reinforcement training. Team Trainers are expected to train using humane methods. The Team Trainer must be able to successfully handle conflict, difficult situations, and maintain transparent communication with their team. This position must demonstrate high quality communication skills. Reports to the Senior Trainer.

### **Team Trainer Job Duties:**

- Attend Staff meetings, Programs meetings, and monthly Program Education Trainings
- Abide by all policies and procedures set forth in the Employee Handbook and any additional organizational policies and procedures; Keep up to date on all changes and additions
- Maintain working knowledge of all Program department and Client procedures; stay informed of any and all updates and changes to curriculum, policies and procedures
- Maintain and monitor Programs equipment and supplies and records
- Maintain a working knowledge of all ADA, Fair Housing Act, DOT and other access law information for service animals
- Assist with preparation for Program Department activities such as Workshops, Group Classes, Individual one-on-one sessions, Continuing Education Conferences, Annual Reassessments and Socialization Classes
- Assist and lead Program Department activities
- Attend and conduct mobile activities for multiple hours per day
- Maintain quality communication with staff and clients
- Maintain case management information on current, future, and graduated clients
- Coordinate veterinary screenings, appointments, and clinic relationships
- Coordinate shelter partnerships, scheduling, and so on
- Create and maintain Programs Department documents as assigned
- Seek innovations appropriate to the position in an effort to streamline processes in support of the overall mission and vision of Paws and Stripes
- Handle fussy and reactive dogs as needed
- Monitor health and well-being of client dogs
- Maintain knowledge in and assist in maintaining current Program Department standards and information
- Assist and lead dog pre-screening, selections, home visits, multi-level canine behavioral issue resolutions
- Other duties as assigned

**Physical Demands and Work Environment:**

- Work is performed at a desk/computer screen for extended periods of time in a traditional office environment
- Work requires use of a computer and computer software to enter data
- To perform these essential job duties, it will require the manual dexterity sufficient to operate phones, computers and other office equipment
- Must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone
- Must be able to work without the assistance of a Service Dog for short periods of time when working with other dogs (crates are available)
- Work is performed in a highly active environment with exposure to a wide variety of challenges, deadlines and diverse employee and client population.
- Daily exposure to dogs in the office environment should be expected.
- Position may require the occasional lifting of up to 40+ pounds.
- Hours: Mon-Thurs, 8:00am – 6:00pm (subject to change with some duties)

This is a full-time, benefits eligible position. Opportunities for advancement and wage increases based upon successful annual evaluations and job performance.

Paws and Stripes provides equal work opportunities to all employees and applicants and does not discriminate on any basis, which is prohibited by law, including race, color, sex, gender identity, sexual preference, political views, age, religion, national origin, disability, pregnancy, marital status or veteran status.

The physical requirements and work environment described in this job description 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.

*I understand and agree to this description of my duties in full.*

*Date:*

Employee:

Employee Signature: