



**HUMANE  
SOCIETY**  
OF BOULDER VALLEY

## Job Description

<b>Job Title:</b>	<b>The Puppy Club Lead</b>
Department:	Training and Behavior Department
Classification:	Full-time (40 hours/week), hourly, non-exempt, non-seasonal
Job Relationships:	Reports to Training and Behavior Manager and Training and Behavior Supervisor, works closely with The Puppy Club Assistant, Training and Behavior Consultants and Coordinators, Volunteer Services Coordinators, and volunteers.
Position Summary:	<p>Coordinates and conducts the Humane Society of Boulder Valley (HSBV) Training and Behavior Center's The Puppy Club program and related public and consulting services including group training classes, one-on-one "private" consultations, and behavior workshops. Assists the Training and Behavior Manager with developing and implementing puppy-focused curriculum, innovative class types, and educational workshop opportunities. Oversees training plans for puppies enrolled in The Puppy Club, ensuring progress and providing progress reports and updates for guardians. Maintains organized and concise documentation pertaining to the job and provides routine administrative support for the department.</p>

### Essential Duties and Responsibilities:

#### **Animal Training and Behavior**

- Demonstrates a passion for all things puppy!
- Oversees and manages groups of up to six puppies at a time, ensuring positive experiences are had by all participants.
- Supports emphasis on group play, possesses aptitude for balanced, minimal interruption strategy to achieve normal, healthy behavior and interactions between puppies
- Coordinates and conducts individual training and ensures foundational skills are taught and enrollee benchmarks are achieved.
- Updates The Puppy Club enrollees' guardians with in-class progress and provides follow-up protocols to accomplish further learning.
- Instructs puppy-focused group training classes; serves as lead instructor for Puppy Socialization and Puppy Prep classes.
- Supports special projects as requested including photography, videography, social media content creation and collection, and other efforts to promote HSBV.

#### **Administrative and Operational Support**

- Works with the department manager and supervisor to maintain inventory, supplies and equipment.
- Maintains a clean, attractive, and safe Training and Behavior Center and classroom environment. Keeps a tidy workstation and ensures training classrooms are clean and organized following day training, group training classes, and private consultations.
- Attends special events and conducts community outreach. Promotes HSBV's adoption programs and training and behavior initiatives, including the No Choke Challenge.
- Provides front-line phone support for The Puppy Club and other Training and Behavior Center services, and handles routine correspondence such as enrollment questions and general requests for information.
- Processes The Puppy Club enrollment, training class registrations, schedules appointments, and conducts reminder

and follow-up phone calls.

- Completes The Puppy Club follow-up phone calls and emails and accurately documents information in animal management software and follow-up spreadsheet. Assists in compilation of service and play care statistics for the department.
- Works closely with department manager and supervisor to design and implement improvements in training class curriculum, client handouts and behavior materials.
- Contributes to development and maintenance of online behavior resource library.

### **Client Service and Shelter Support**

- Responds to client email, voicemail and other inquiries in a timely manner.
- Actively engages with The Puppy Club clients, creates warm, inviting classroom environment, provides training and behavior updates to guardians, addresses questions and concerns.
- Informs the Director Animal Behavior and Sheltering or Training and Behavior Manager of developments that may affect HSBV including client concerns and animal behavior issues.
- Actively promotes HSBV's mission, services, programs and events.
- Actively supports employees and volunteers and promotes the development of skills related to the advancement of our goals and mission. Represents HSBV in a professional and courteous manner at all times. Provides quality service to clients, volunteers, and employees recognizing their individual contributions to the success of our organization.

### **Safety**

- Strictly adheres to all disease prevention and disinfectant protocols. Monitors all puppies for indicators of illness and responds appropriately to minimize exposure of classmates and communicate symptoms promptly to enrollee's guardian.
- Follows all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk.

### **Other Duties**

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### Qualifications:

#### **Education/Experience**

Bachelor's degree desired, preferably in psychology, biology, or other science-based field; or equivalent experience in animal behavior. Experience teaching puppy social classes, overseeing dog daycare or similar program, and/or managing play-centered class required. Certification or active enrollment in certification program in dog training and behavior counseling required. One or more of the following certifications is preferred: Certified Trainer and Behavior Counselor through Jean Donaldson's Academy of Dog Trainers (CTC); Karen Pryor Academy Certified Training Partner (KPA-CTP); or Certified Behavior Consultant Canine-Knowledge Assessed (CBCC-KA). Must possess a Colorado driver's license with an insurable driving record. Bilingual (Spanish/English) individuals encouraged to apply.

#### **Knowledge and Skills**

Professional and educational expertise in animal learning theory, scientific behavior modification strategies, and positive-based, force-free animal training including strong clicker training skills. Experienced in reading canine body language; comfortable managing dog/dog interactions and familiar with fight protocols. Excellent verbal and written communication and customer service skills. Ability to initiate projects, accomplishes multiple tasks, and maintain flexibility in a dynamic work environment. Basic computer skills in a Windows environment required. Committed to maintaining the integrity of HSBV's adoption program and the mission of the Humane Society of Boulder Valley.

#### **Work Conditions**

Work is performed in an animal kennel environment, training arenas, and a shared office environment; some work is performed outdoors. Eight-hour shifts spent standing, sitting, bending, lifting, twisting, kneeling, squatting, walking, answering telephones and performing data entry. Exposure to animals, zoonotic diseases, cleaning agents and chemicals. Subject to animal bites and scratches while handling animals of questionable temperament. Occasional lifting of up to 50 pounds. Scheduled during business hours with evenings and weekends required to meet training class, shelter, and client needs.