



JOB DESCRIPTION

POSITION TITLE: Behavior and Training Consultant

REPORTS TO: Behavior and Training Administrative Manager

SCHEDULE: Flexible full time hours; evening and weekends

POSITION SUMMARY: The Behavior and Training Consultant is responsible for overseeing and conducting the Behavior and Training Program's private consults and specialized group classes for dogs. This position provides behavior training, guidance and support to public clients, AWS employees and volunteers, ensures thorough and exceptional customer care, and is responsible for other areas as needed.

DUTIES & RESPONSIBILITIES:

- Provide private canine behavior consultations with continued follow up care to the public
- Keep organized, digital records of behavior consults and decided behavior plans
- Assist B&T Administrative Manager in overseeing staff trainers and their continued education and learning
- Assist B&T Administrative Manager in promoting special events and provide off-site Behavior and Training demonstrations as requested
- Support animal care staff and staff veterinarians with animal evaluations and consults as needed for resident and public dogs
- Ensure a safe environment for all human and canine participants
- Educate the public on dog behavior and handling
- Employ listening and communication skills as well as compassion when interacting with clients
- Stay educated on the most current dog training science, trends and standards
- Other duties as assigned

EDUCATION/WORK EXPERIENCE:

- High School/GED diploma
- Minimum of 5 years' experience working with clients in private or group settings
- CPDT-KA and CBCC-KA certification or equivalent
- Feline knowledge preferred but not required
- Previous customer service experience preferred
- Able to meet background check requirements
- Proven ability to multi-task and prioritize in a fast-paced environment