



Pet Haven

Training Administrative Assistant Role Description

This role is responsible for assisting the Training and Behavior Manager with email communication, scheduling logistics, and tracking the progress of the training division.

Estimated time commitment: 3-4 hours per week

Responsibilities:

- Check email once daily and elevate communications and concerns to Training Manager as needed
- Complete tasks as assigned by Training Manager, including assigning training coordinators, signing up pups for classes, and sending assessment confirmations
- Keep detailed record of dogs in care receiving training support

Reports to: Operations Director and Training Manager

Staff handles all last minute dog transfers and 911 situations that come up. Dog Division Manager of Training, Behavior will help with planned movements and training.

Qualifications

- Intermediate computer skills including email, google suite, and social media
- Experience with dog behavior and common issues
- Comfortable communicating on phone and in person
- Great people and decision-making skills
- Experience as a foster home a plus

Goals:

1. Reduce owner surrender/returns by providing training support
2. Support fosters to become more knowledgeable about training tips
3. Assist in creating and organizing a resource and training tips library for fosters and adopters
4. Establish relationships with local trainers to provide assessments for PH dogs
5. Increase Training Manager's capacity for behavioral cases