

PARK SUPERVISOR/TRAINER – THE HAPPY HOUND SPRAY & PLAY

Position Description:

As a trainer, you will develop and lead training workshops, support and collaborate on the development of training class curriculum and other training opportunities in the park. The Happy Hound is a positive-reinforcement facility, and no aversive techniques, tools, or management methods are used.

As a Park Supervisor, you will work in all areas of the business and support management in overseeing smooth running of the day-to-day operations. As a leader, you will help shape the culture of The Happy Hound by leading by example and ensuring all employees are collaborating and successfully performing daily responsibilities.

This position reports directly to management, with accountability to the fellow supervisors/trainers.

Job Type: Flexible part-time or full-time, based on availability and business demands.

Wage: \$20-\$25

Schedule and Shifts: Days, evenings and weekends and some holidays

Essential Responsibilities:

- Collaborate with Management on the programs and services we offer, including our park program, our dog daycare program, and our training services (in-park, class, private one-on-one sessions and other services as determined)
- Implement and oversee the overall park programs and schedule developed in conjunction with Management.
- Ongoing responsibilities:
 - Dog Daycare:
 - Work in the small dog luxury daycare, including overseeing dog evaluation program, daily programs and training employees on fulfilling responsibilities.
 - Manage safe and controlled playgroups to ensure safe, positive play and rest, and oversee the total care of each day's guest.
 - Provide exceptional care to our daycare guests. Ensure daily daycare schedule and services are completed, and special services fulfilled.
 - Communicate with management any issues, concerns, support needs or client care needs
 - Ensure cleanliness of the daycare space and park play areas.
 - Play Parks:
 - Supervision to ensure guests are following policies and procedures.
 - Engage with guests to provide guidance on appropriate play behaviors, breed-specific characteristics, and responsible pet ownership. Be friendly,

- approachable, and responsive to any concerns or questions from the human guests.
 - Monitor interactions between dogs and support guests in monitoring their own dog and interactions among dogs.
 - Promote safety measures by enforcing dog park rules and regulations for the safety and well-being of all dogs and visitors.
 - Ensure cleanliness and safety of the space through timely picking up of debris, cleaning after potty accidents, managing slip risks and other safety hazards, removing trash, etc.
 - Be prepared to handle minor first aid situations and quickly respond to any emergencies that may arise.
 - Dog Training:
 - Collaborating to develop and implement training programs in the park.
 - Client Care:
 - Support management in monitoring reservation management software and reviewing reservation requests and communications
 - Respond to questions from guests, and provide information about services, memberships and the facility
 - Create and sustain long-term professional relationships with clients
 - Handle customer concerns in a proactive, professional manner
 - Provide exceptional and welcoming client service care by welcoming guests, checking them in and out according to protocol and process, informing guests of services and options, and ensuring they are familiar with park expectations and guest obligations
 - Assist with special events and private event rentals as needed, within your availability.
 - Employee Leadership:
 - Train employees on dog behaviour and body language and collaborate with management and fellow trainers on implementing employee training
 - Foster a supportive culture of collaboration and communication and leading by example
 - Provide team leadership for shift open/close and during times management is not on-site
 - Provide positive feedback and performance improvement suggestions to staff and make training adjustments as necessary for new staff
 - Management Support and Engagement:
 - Elevate concerns and maintain close and open communication about park operations and activities
 - Support management in developing a culture of collaboration, relationship-building and positivity
 - Cleaning:
 - Perform cleaning duties including laundry, washing dishes, cleaning floors, washing fences and structures and other duties required to keep The Happy Hound clean and sanitized for daily play and activities
 - Assist with additional tasks and projects as asked by management.

Teamwork & Communication

- Work as a team to ensure all daily tasks and duties are being overseen and all parts of the park are working harmoniously, with each employee in support of the others.
- Communicate support or other needs to the team
- Read daily communications and take note of all comings/goings, special instructions, etc.
- Ensure that all communication is passed along to next shift
- Assist management in ensuring that all policies and procedures are being followed

Physical Requirements

- Ability to lift to 50 pounds
- Handle animals weighing up to 150 pounds
- Work standing, walking and bending for 6-8 hour shifts
- Stamina to work with energetic dogs, while ensuring our facility is inviting and sanitary

Experience and Qualifications:

- Must love dogs and helping people.
- Must be comfortable in an off-leash play setting with varying numbers of dogs of varying breeds, temperaments, sizes, and energy levels.
- Must have good people skills and conflict resolution skills to help mediate situations that can arise in the dog park when owners disagree about their dog's behaviour
- Previous experience in a pet facility or pet care environment a plus
- Basic understanding of dog communication
- Excellent work history and references
- Must be over 18 and authorized to work in Canada