



## Dog Intake Coordinator

### Background

Freedom Service Dogs of America is a nonprofit organization located in Englewood, CO that unleashes the potential of dogs by transforming them into custom-trained, life-changing assistance dogs for people in need. Clients include children, veterans and active duty military, and other adults. Their disabilities include autism, traumatic brain injury, cerebral palsy, spinal cord injuries, muscular dystrophy, multiple sclerosis, and post-traumatic stress disorder. We primarily source our dogs from shelters and rescues.

### Position Summary

**Position Title:** Dog Intake Coordinator

**Position Type:** Full time, non-exempt

**Compensation:** \$17.00 per hour

**Benefits:** Medical, dental, and vision insurance covered in part by employer; 401k plan with company match.

Under the direction and guidance of the Dog Intake Manager, this position will assist in the activities of the Freedom Service Dogs Intake program. This position is responsible for supporting the Intake Manager resulting in the acquisition of high quality service dog candidates, and meeting established quality and quantitative goals. The successful Dog Intake Coordinator will ensure FSD's excellence as a member of the service dog community.

### Essential Functions

The essential functions listed below are intended only as illustrations of the various types of work that may be performed; the omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to be completed by the position:

#### Dog Intake

- Assist Dog Intake Manager in performing assessment testing on dogs to determine appropriateness for FSD training candidacy utilizing science-based canine behavior knowledge.
- Implement practices which leverage dog intake resources to positively impact the quality of dog acquisition for our service dog training program and meet targeted intake numbers.
- Foster and maintain relationships with breeders and career change sources to create written agreements (MOUs) in regards to fee for transfer, re-homing dogs, returning dogs to rescue/shelter, and transportation of dogs entering FSD training program.
- Perform established protocols for dogs located in intake kennels.
- Conduct potential dog source phone consultations based on qualifications relative to program requirements.
- Work cooperatively with the Dog Intake Manager to ensure a healthy and temperamentally sound canine population; utilizing current scientific application, proper record keeping, and utilizing volunteers that are well-trained and informed representatives of FSD.
- Identify dog transport networks and options for timely and cost effective transport of dogs from sources nationally, to FSD campus.

- Coordinate, and provide as needed, transfer of dogs following Colorado Pet Animal Care Facilities Act (PACFA) requirements for vaccinations, health certificates, and transport.

### **Outreach**

- Create and distribute a quarterly acquisition partner newsletter using Constant Contact.
- Provide quarterly updates to acquisition partners on the status of dogs they provided to FSD in training.

### **Data Collection & Reporting**

- Enter, process, and track dog acquisition data, maintain accurate tracking of sources and transport of dogs.
- Data entry as needed to monitor dog intake progress and success.
- Monthly reporting to Intake Manager of dog acquisition activities, including reports needed for grantors, stakeholders, and FSD leadership.
- Use resources judiciously through monitoring and controlling expenses.

### **Other**

- Participate in continuing education related to dog behavior, sheltering, and relative science.
- Monitor daily dog play groups as requested.
- Assist in any area of Dog Operations including, but not limited to, cleaning of kennels, walking and grooming dogs, transfer of dogs to veterinarian, evening walks, and feeding of dogs, as needed.
- Drive company vehicles to transport dogs and for other Organization needs.
- Any other duties that may be assigned.

### **Supervisory Responsibility**

Responsible for monitoring dog acquisition volunteers.

### **Work Environment**

This job operates in both a professional office environment and in dog kennels and surrounding areas. The noise level in the office work environment is usually moderate. The noise level in dog kennels environment can often be loud. The location is a non-smoking environment.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, which includes both taking care of dogs and working in an office environment. When training and taking care of dogs, the employee is regularly required to be very physically active. When working in the office, the employee is regularly required to sit.

The employee is frequently required to stand, bend, stoop, kneel, crouch, crawl and perform a variety of physical motions with his or her hands, arms, shoulders, legs in order to properly test, transport and train dogs. The employee is often on her or his feet, and is often required to walk; escort visitors or volunteers in or around the kennel, play yards and training areas; climb and balance; go up and down stairs; and utilize elevators. The employee must be able to manipulate and use all equipment and tools necessary to care for and transport dogs, including leashes, medicines, locking medicines, balance harnesses, wheelchairs, and clickers used for training.

The employee must regularly lift and move up to 50 pounds and frequently lift and/or move up to 25 pounds. This includes the ability to retrieve and distribute dog food and other supplies and to retrieve and replace objects from shelves. This job requires handling multiple

dogs in training every day of up to 100 pounds on and off leash. The employee will work in proximity to cleaning agents and disinfectants and must be able to follow instructions for the use and storage of these chemicals.

The employee must be able to open packages, measure, and use hands to finger, handle, or feel objects tools, keyboards or controls; reach with hands and arms; and talk or hear. The employee must have the ability to bend, stretch and lift files and books from drawers and shelves and replace same; rapidly use printers, computer equipment, copy machine, and other general office machines. The employee is expected to communicate frequently with others.

Work occasionally requires more than 40 hours per week to perform the essential duties of the position; may require irregular hours to accommodate unforeseen dog and client demands outside of regular hours. During work, the employee is expected to be physically present at the office when not performing off-site evaluations and shelter visits.

Freedom Service Dogs reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities and position title as it deems necessary to meet the needs of its business.

### **Position Type and Expected Hours of Work**

This is a full-time, non-exempt position consisting of approximately 40 hours of work per week. This position will require occasional evenings and/or weekends, but will primarily be during business hours.

### **Travel**

Frequent travel is required. Out of state or in-state travel is required to locate, assist in the testing of dogs, and transportation of dogs from shelters, rescue groups, partner organizations, and dog breeders.

### **Required Education, Experience and Competencies**

- Bachelor's degree in animal behavior, biology, psychology, zoology or related behavioral field.
- Minimum of three (3) years of canine behavior and/or dog training.
- Ability to manage and handle dogs without the use of aversive methods.
- Must possess excellent interpersonal skills; must have the ability to establish and maintain effective relationships with others including diverse individuals and groups.
- Ability to inspire, motivate, and persuade potential dog sources to contribute to effective dog acquisition.
- Effectively communicate organizational processes gaining the trust and positive performance of dog acquisition sources.

### **Preferred Education, Experience and Competencies**

- Two years of progressively responsible work/volunteer experience for a nonprofit organization.
- Experience working with animal sheltering organizations and dog breeders,
- Experience working with volunteers.

### **Required Skills and Competencies**

#### **Dog Interaction and Behavioral Skills:**

- Must possess a passion and commitment to the Freedom Service Dogs mission.
- Must be willing and comfortable working around large breed dogs.
- Must be able to learn service dog assessment testing and have the ability to refine testing based on evaluation of dogs in training.

#### **Intellectual Skills:**

- Ability to collect and analyze dog behavior data from database to make recommendations to management to improve graduation rates of dogs acquired.
- Ability to display original thinking and creativity and meet challenges with resourcefulness.
- Ability to generate suggestions for improving work and develop innovative approaches and ideas to manager.

#### **Language and Communication Skills:**

- Ability to communicate effectively with peers, management, acquisition partners, volunteers, vendors and other FSD stakeholders.
- Approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status or position; accept responsibility for own actions; follow through on commitments.
- Routinely utilize advanced English language skills to edit documents and to prepare reports and correspondence, including spelling, sentence structure, syntax, grammar, usage, and the chief aspects of style, such as punctuation, capitalization, abbreviations, plurals and possessives, and compound words.
- Ability to speak clearly and persuasively in positive and negative situations, listen and get clarification, and respond well to questions.
- Ability to make presentations comfortably to small and large groups.
- Must possess excellent interpersonal skills; must have the ability to establish and maintain effective relationships with others.
- Must be able to establish and maintain professional, productive and courteous interactions with employees that promote positive teamwork, as well as with volunteers, donors, clients and all constituents of Freedom Service Dogs. This encompasses going beyond giving and receiving instructions and includes but is not limited to (a) performing work activities requiring interacting or speaking with others; and (b) responding appropriately to constructive feedback or suggestions for improvement from a supervisor.

#### **Reasoning Ability:**

- Ability to solve practical problems and deal in a variety of situations using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Ability to interpret and to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form
- Ability to maintain a high level of mental concentration and effort and strain when performing a high volume of analyses and decision making as well as other essential duties
- Ability to exercise good judgment, take initiative and make recommendations in resolving problems.
- Must possess sound business judgment, exercise professional conduct, understand and follow FSD and ADI ethics and standards and maintain a high level of confidentiality in all duties.

#### **Office Skills**

- Must be proficient in Microsoft Word, Excel, PowerPoint, and Outlook and keyboard data entry.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

#### **Additional Eligibility Qualifications**

- Must possess a valid driver's license with no restrictions and the ability to travel locally, nationally and internationally as needed, and maintain current vehicle insurance.

#### **Work Authorization**

Must be authorized to work in the United States.

### **Other Duties**

Please note 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. Essential and marginal job duties, responsibilities and activities may change at any time with or without notice.

### **Equal Opportunity Employment**

Freedom Service Dogs is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants, clients, graduates or employees on the basis of race, color, creed, national origin, sex, age, religion, marital status, sexual orientation, gender identity or expression, veteran status, physical or mental disability, or any other status protected by state or local law.

### **To Apply**

Please send your resume and cover letter to [info@freedomsvicedogs.org](mailto:info@freedomsvicedogs.org) with the subject line "Dog Intake Coordinator."