



## Dog Operations Coordinator

### Our Culture

"At Freedom Service Dogs, we are passionate about creating a world where veterans and others have the freedom to live their lives to the fullest with a custom-trained service dog by their side." *Michele Ostrander, President & CEO*

We believe in harnessing the power of diversity to create a culture of belonging where all individuals are celebrated and valued for their unique ideas, perspectives, and strengths as a means to achieving personal excellence and organizational success.

### Our Values

**Lead the Pack:** Commit to excellence in all we do

**Be the Person Your Dog Thinks You Are:** Demonstrate integrity to build trust

**Work Together, Wag Together:** Achieve shared goals while having fun

**Keep our Dogs in a Row:** Steward all resources efficiently and effectively

**Unleash the Power of Diversity:** Foster a diverse, equitable, and inclusive organizational culture

### The Purpose of Your Role

Provide outward facing role to foster home volunteers and dog adoptees to ensure dogs in training have a weekend home and released dogs find their new career. Coordinate assessment schedules for dogs in training and provide administrative support to Assistance Dog Training Manager. Reports to Assistance Dog Training Manager.

### The Skills You Bring

- Passion for helping individuals
- Unwavering dedication to volunteers
- Desire to learn
- Adaptability
- Attention to detail
- Problem-solving skills
- Flexibility
- Ability to multi-task
- Effective communicator
- Team player
- Proficiency in Microsoft Word, Excel, and Outlook.
- Knowledge of customer relationship management software (CRM)
- Willingness to learn dog training techniques in accordance with FSD and Assistance Dogs International standards
- Love of dogs

### Our Investment in You

- Competitive Salary: \$19 - \$23/hour
- Medical, dental, and vision insurance covered in part by FSD
- 401k plan with company match
- 13 Holidays & Generous Paid Time Off
- Professional Learning Opportunities
- Wagging tails, dog kisses, and puppy breath

### The Work You Will Do

#### **Weekend Foster Program**

- Provide excellent customer service to foster home volunteers to cultivate and sustain mutually beneficial relationships
- Coordinate with foster home volunteers to place eligible dogs in weekend foster homes and longer-term foster homes as needed

- Work with Dog Trainers to determine suitability of dog for fostering and communicate relevant information to fosters
- Communicate with Kennel Coordinator to organize dogs going to foster homes and dogs staying onsite
- Review foster home volunteer reports and communicate health or behavior concerns to appropriate staff members
- Provide feedback to foster home volunteers in response to weekend reports
- Maintain a spreadsheet, or some other means of communication, to communicate relevant information to staff about when dogs will be coming and going on the weekends, and for special cases being fostered
- Enter volunteer and dog data into relevant CRM program
- Attend foster home volunteer training forums

### **Dog Adoption**

- Assist with dog release procedures ensuring all relevant staff provide input and approval
- Review and respond to dog adoption applications
- Interview adoption candidates to determine if a dog is appropriate fit for household
- Prioritize release to other working dog organizations
- Adhere to adoption priority list and work with Philanthropy Program to prioritize VIPs
- Schedule adoption meetings for adoption candidates to meet the adoptable dog
- Provide all medical records including rabies tag and certificate, other vaccinations, and relevant information to adoptive parents
- Provide relevant training and behavior information to adoptive parents
- Transfer microchip for career changed dogs
- Ensure adequate socialization and training of adoptable dogs while on-site
- Maintain relationships with other working dog non-profit organizations and contact if the released dog could be a good fit for a different organization
- Assist in the relinquishment of ownership for dogs returned to FSD
- Enter volunteer and dog data into relevant CRM program

### **Adult Dog Training Administration**

- Schedule in-for-training (IFT) meeting for each dog one week prior to arrival on-site
- Schedule Behavior Checklist (BCL) for each dog within two weeks of arrival on-site
- Schedule Assessments 1 – 3 as per timeline
- Schedule volunteers to assist with BCL
- Schedule volunteers to enter BCL and evaluations into Apricot
- Manage scheduling in dog operations calendar including invites and reminders to appropriate staff

### **Data Collection & Reporting**

- Monthly reporting of dog adoptions and fostering program activities, including reports needed for grantors, Dog Ops Management, Board of Directors, and Organization's partners
- Manage the foster and adoptions budget including recommending program needs, budget planning, coding expenses, and monitoring and controlling expenses with the Assistance Dog Training Manager
- Assist with transport of adoptable dogs and foster dogs as needed
- Communicate updates with Dog Operations and All Staff as necessary
- Assist with dog care, kennel care and cleaning as needed
- Assist Dog Operations department as needed with administrative tasks as directed by supervisor
- Other duties that may be assigned

### **Work Environment & Physical Demands**

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 be loud. The location is a non-smoking environment.

While performing the duties of this job, the employee is regularly required to communicate frequently with others; escort volunteer, adoptees, and others in or around the office; and use printers, computer equipment, copy machine, and other general office machines.

While performing the duties of this job, which primarily includes training and taking care of dogs up to 60 lbs, the employee is regularly required to be very physically active. 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, and legs care for 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 areas; and climb or balance. Employee must be able to manipulate and use all equipment and tools necessary to care for dogs, including leashes, medicines, locking mechanisms, and dog toys.

Occasional driving in organization vehicle is expected. Valid drivers license is required.

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

This is a full-time, non-exempt position consisting of approximately 40 hours of work per week. Regular days and hours of work are Monday through Friday. This position will require flexibility to work some weekends or evenings. Local travel, such as travel to foster homes, is expected.

### **Required Education and Experience**

- Associates degree or related experience.

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

- Nonprofit work/volunteer experience.
- Positive reinforcement dog handling experience.
- Proficiency in customer relationship management software.

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**

To apply, please send your resume and cover letter to [info@freedom servicedogs.org](mailto:info@freedom servicedogs.org) with "Dog Operations Coordinator" in subject line.