



Puppy Development 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 supporting and training volunteer puppy raisers. Evaluate puppies and handlers that are assisting puppy socialization while in training either at FSD or in puppy raiser homes. Coordinate puppy transports, puppy placement and puppy raising recruitment. Assist with volunteer puppy raiser recruitment. Provide administrative support to Puppy Development Manager.

The Skills You Bring

- Passion for helping individuals
- Love of dogs including large breed dogs
- Unwavering dedication to volunteers
- Desire to learn
- Adaptability
- Attention to detail
- Problem-solving skills
- 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 to FSD and Assistance Dogs International standards

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

Training of Puppies, Volunteer Puppy Raisers/Fosters

- Assist in recruiting potential puppy raisers in the community.
- Onboard and support new puppy raisers.
- Handle tasks related to puppy parent instruction, such as regular communication, trouble-shooting canine behavior issues, teaching proper care and handling, etc.
- Address puppy raiser concerns, questions, emails, and requests for one-on-one training as reported by the raiser, or the Puppy Development Manager in a timely manner.
- Coordinate and host seminars and workshops to educate puppy-raising volunteers on puppy training, socialization, health care and overall management of an FSD puppy.
- Provide effective, supportive, constructive, and consistent monthly feedback and evaluation data to puppy raisers.
- Coordinate, perform, and score all Cue Assessments on each puppy at 6 months of age and at 10 months of age.
- Support Puppy Program in the onboarding of new puppy raisers. Some in-state and out-of-state travel to run puppy placements and placement follow-up sessions.
- Transport puppies as needed to/from prison facilities.
- Assist Puppy Development Manager in the implementation of training, tracking of puppies in the program timeline, and matching of puppies to raisers.

Data Collection and Reporting

- Enter data from Cue Assessments into Organization's database.
- Document all training hours, public outings, and evaluations for each dog in organization's database.

Other Duties

- Assist training team with playgroups for dogs in training as needed.
- Mentor new training team hires during the first 90 days of employment as needed
- Provide feedback to Puppy Development Manager on the effectiveness of training methods, programs, and evaluations.
- Assist with dog care, kennel care and cleaning as needed.
- Assist Puppy Development Manager as needed with administrative tasks
- 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, 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. The employee is to communicate regularly with others. 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. The employee must have the ability to use printers, computer equipment, copy machine, and other general office machines.

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. This position will require working some weekends, evenings, and being open to working additional shifts on an as needed basis.

Travel

Local and regional travel, such as travel to puppy outings, prison facilities, and puppy raiser homes is expected. Occasional out of state or in-state travel may be required due to organization needs.

Required Education and Experience

- Associate's degree or equivalent experience
- Experience with positive reinforcement and understanding of marker training
- Ability to make presentations comfortably to small and large groups
- Understanding of canine behavior and learning theory

Preferred Education, Experience and Competencies

- Experience with basic animal husbandry procedures
- Experience with disability awareness and sensitivity
- Experience teaching adult learners
- Experience in public speaking
- Nonprofit work/volunteer experience

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 with "Puppy Development Coordinator" in subject line.