

## 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

Administering and maintenance of human resources activities and programs, including staffing, compensation, benefits, training, culture, and workplace safety. Coordinates human resources activities including but not limited to employment and employee relations. Reports to Director of Finance and Administration.

## The Skills You Bring

- Experience in human resources laws and regulations
- Experience in managing payroll and employee benefits
- Proficiency in Microsoft Word, Excel and Outlook
- Excellent customer service
- Attention to detail
- Problem-solving skills
- Ability to multi-task
- Effective communicator
- Team player
- Desire to learn
- Adaptability
- Love of dogs

## Our Investment in You

- Competitive Salary: \$19 - \$23/hour
- Medical, dental, and vision insurance covered in part by FSD
- Life insurance covered 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

### **Employee Recruitment and Retention**

- Assist with development and administration of company-wide human resources policies, procedures, and practices in accordance with organization objectives and federal and state legal requirements.
- Develop and update employee job descriptions and advertise open positions.
- Recruit and screen candidates, track status of candidates and respond with follow up letters at the end of the recruiting process.

- Coordinate hiring process, including but not limited to conducting background and reference checks, and issuing offer letters and internal communication.
- Prepare new employee files including verification of I-9, identification, and other required documents.
- Maintain employee files and perform annual employee file audit.
- Schedule and conduct new employee and new manager orientation and onboarding.
- Assist with the preparation of the performance review process.
- Assist with conducting exit interviews with employees and communicate findings to management.
- Respond to inquiries regarding the organization's processes, policies, and procedures.
- Review and update Employee Handbook annually.
- Post required labor law information.

### **Employee Development & Workplace Culture**

- Coordinate and conduct ongoing education and training sessions to develop employees.
- Conduct employee safety trainings on a bi-monthly basis
- Provide coaching, counseling, and problem-resolution support to employees.
- Identify potential employee-relations issues and make recommendations to management.
- Coordinate Clifton Strengths Finder Assessment for all new hires and schedule training with consultant for Strengths Based Employment session.
- Manage Employee Strengths board and update with new staff.
- Maintain employee photo board and update with new staff.
- Coordinate teambuilding activities and serve on the Pawty Committee.
- Develop workplace culture initiatives in order to ensure a positive and inclusive work environment for all.
- Assist with Diversity, Equity, and Inclusion initiatives and serve on Inclusiveness Committee.

### **Payroll and Benefits**

- Process and submit payroll information; troubleshoot payroll issues; distribute paychecks.
- Conduct audits of payroll, benefits or other human resource programs and recommend corrective action.
- Process required documents through payroll and insurance providers.
- Assist in administration of company compensation analysis
- Administer company benefit programs for medical, dental, vision, life, and short-term disability insurance including new employee enrollment, open enrollment, and COBRA
- Respond to employee's benefit questions, assist with resolution of problems regarding access to or payment of benefits, assist employees with paperwork related to filing medical claims, and process enrollment forms and change requests.
- Coordinate administration of 401(k), workers' compensation, short term disability, and unemployment claims.
- Demonstrate a high level of professionalism in dealing with confidential and sensitive issues.

### **Administration**

- Assist with general liability, event, directors, accident, workers compensation, and cyber insurance applications and claims.
- Provide front desk coverage when Office Administrator is absent.
- Assist with general phone line coverage as needed.

### **Other Duties**

- Assist with scheduling and managing temporary workers as needed.
- Assist with departmental projects as needed.
- Assist with dog care and kennel care as needed.
- Adhere to FSD dog care and training standards.
- 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 sit; use hands to finger, handle, or feel objects, tools, keyboards or controls; reach with hands and arms; and talk or hear. The employee is expected to communicate frequently with others. The employee is frequently required to stand and bend. The employee is occasionally required to walk; escort visitors in or around the office; climb or balance; go up or down stairs; and stoop, kneel, crouch, or crawl.

The employee must have the ability to bend, stretch, lift and replace files and books from drawers and shelves and replace same; rapidly 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. Regular days and hours of work are Monday through Friday, 8:30 am – 5:00 pm. This position may be eligible to work from home part time after three months of employment. This position will require flexibility to work some weekends or evenings on occasion.

## **Required Education and Experience**

- Bachelor's degree in human resources management, business administration, two to four years related experience, or equivalent combination of education and experience.
- Proficiency in human resources law and regulations.
- Experience in providing coaching, counseling and problem-resolution support with employees.
- Proficiency in Quickbooks and Microsoft applications.
- Ability to prioritize workload and deliver quality results on time while working on multiple projects simultaneously.
- Excellent written and verbal communication skills.
- Acute attention to detail.
- Ability to work independently and as a member of various teams and committees.
- Strong organizational skills.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Ability to deal effectively with a diversity of individuals at all organizational levels.

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

- Nonprofit work or volunteer experience.

## **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 with the subject line "HR Administrator" to Laura Rogers, Director of Finance & Administration, at [LRogers@freedom servicedogs.org](mailto:LRogers@freedom servicedogs.org)