



## Director of Client Services

### 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

As a member of the senior leadership team, the Director of Client Services provides leadership and direction to the client services program. Clients include: children with autism and other neurocognitive disabilities, veterans with post-traumatic stress and/or traumatic brain injury, and individuals with mobility disabilities. Develop and lead implementation of strategies and operational standards designed to maximize client dog partnership success. Manage application process, client training, and graduate services including re-certification and lifetime support. Ensure adherence to Assistance Dogs International (ADI) and Animal Assisted Intervention International (AAII) standards are maintained.

### The Skills You Bring

- Inspirational leadership
- Eight (8) years of experience in training service, assistance, or guide dogs
- Five (5) years or more experience at an Assistance Dogs International (ADI) affiliated organization training clients with disabilities to be paired with assistance dogs
- Proven experience effectively managing and supervising staff
- Proven track record of program development and management
- Effective communicator
- Ability to lead in a changing environment
- Innovative problem-solving skills
- Advanced knowledge of positive reinforcement training techniques
- Advanced understanding of canine behavior and learning theory
- Proficiency in Client Relationship Management (CRM) programs and Microsoft applications

### Our Investment in You

- Competitive Salary: \$70,000 – \$85,000
- 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**

### **Client Services Program**

- Work with the President and CEO to create strategic direction for the client services program.
- Develop and lead implementation of strategies in client recruitment, client training and lifetime support designed to maximize client dog partnership success.
- Develop and implement policies and procedures for client services programs designed to provide the highest quality experience and adherence to standards.
- Develop and monitor client services budget and manage resource allocation.
- Provide leadership and supervision to Client Services Manager, Client Services Coordinator, Veterans Services Coordinator, Client and Volunteer Trainer, and Client Services Assistant.
- Work with client services staff to ensure Organization, Assistance Dogs International (ADI), and Animal Assisted Intervention International (AII) standards are adhered to by staff.
- Motivate and inspire client services team by providing them with information, tools, and skills needed to meet organizational, program and individual goals.
- Create a dynamic work culture that values teamwork and collaboration.
- Build and maintain strategic relationships with industry leaders, nonprofit partners, policy makers and leading experts.

### **Client Outreach and Acquisition**

- Provide direction to client services staff to cultivate and maintain relationships with government entities, health care providers and community organizations to recruit clients to meet organizational goals.
- Provide direction to client services staff to increase diversity of clients through education and outreach.

### **Client Acceptance, Wait List and Matching**

- Provide direction to client services staff to increase readiness of applicants to ensure successful client dog partnerships.
- Work with client services staff to manage client application and review process in a timely manner.
- Work with client services staff to ensure communication with waitlist clients adheres to ADI and AII standards.
- Work with Dog Operations Director and Dog Training Manager to ensure successful matching process between clients and assistance dogs.

### **Client Training**

- Implement strategies designed to increase effectiveness of client training and efficiencies in client services and dog training staff time.
- Schedule placement, Operation Full Circle (OFC), Disco Dogs (DD), and therapy dog classes in coordination with dog predicted readiness for placement.
- Work with client services staff to provide required client education to ensure effective handling and care for their assistance dog in ways that meet the physically and emotional needs of the dogs.
- Work with client services staff to provide client education on the American with Disabilities Act, Air Carrier Transportation Act and other regulations concerning access and legal rights of service dog owners.
- Provide instruction to clients on positive reinforcement, dog training methodology, basic dog training and dog handling skills.
- Work in coordination with Dog Training Manager to provide custom cue training to clients.
- Work with client services staff to ensure clients understand their reporting and public access test requirements, financial responsibilities, and expectations as per their contract with FSD.
- Work with client services staff to conduct public access testing upon conclusion of client training.
- Ensure client services staff are providing support to their specific client population to prepare for and participate in client training.
- Work with Client and Volunteer Trainer to provide the follow-up in-home training with clients within three months of graduation.
- Work in collaboration with other programs to implement and manage on online learning platform.

- Revise curriculum as needed and maintain consistency of curriculum across placement class, OFC, and DD.

### **Graduate Support Services**

- Work with client services staff to ensure communication with graduates adheres to ADI and AAI standards.
- Work with client services staff to ensure monthly and annual reports are submitted in a timely manner.
- Work with client services staff to implement strategies designed to increase re-certification of clients, including public access test, throughout the life of the assistance dog.
- Ensure client services staff are conducting re-certification public access testing for clients at one year anniversary of graduation and every other year throughout the life of the assistance dog.
- Direct and manage Client and Volunteer Trainer to provide client-focused post-graduate training to ensure successful long-term client dog partnerships.
- Work with Director of Communications to coordinate clients' and graduates' participation in marketing, public relations, and events.

### **Data Collection & Reporting**

- Work with client services staff to ensure client data and documentation is entered into Apricot CRM in a timely manner.
- Use Apricot to manage client services staff workflow including processing of applications, matching process, required reporting and contacts, client training, and graduate lifetime support.
- Ensure implementation, data collection and data analysis of evaluation tools designed to measure the impact of assistance dogs on clients.
- Work on team to transition client services program data to Client & Dog Tracker in Salesforce.
- Provide reports to CEO and Board of Directors as requested.

### **Outreach & Philanthropy**

- Represent FSD at community events, participate in presentations and conduct demonstrations as needed.
- Serve as spokesperson as requested.
- Provide client services support to development for donor cultivation and stewardship.

### **Other**

- Provide oversight to Pawsitive Connections Program, an internship program with University of Denver School of Social Work.
- Monitor and share new developments and practices affecting FSD clients, dog training, and in the animal-assisted intervention.
- Work with Volunteer Coordinator to ensure sufficient volunteers for client services program.
- Serve as an advocate on issues affecting FSD clients.
- Participate in professional development related to mental health, veterans, issues effecting FSD clients, and dog training.
- Assist with dog care, kennel care and cleaning as needed.
- Drive company vehicles to transport dogs and for other Organization needs.
- Any other duties that may be assigned.

### **Supervisory Responsibility**

This position supervises the Client Services Manager, Client Services Coordinator, Veterans Services Coordinator, Client & Volunteer Trainer, and Client Services Administrative Assistant and carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training; planning and directing work; appraising performance; rewarding and disciplining; addressing complaints and resolving problems.

## **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 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 the employee is regularly required to be very physically active which includes handling dogs up to 70 lbs. 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 to 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 rapidly use computer equipment, printers, 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, exempt position consisting of approximately 40 hours of work per week. This position will require occasional evenings and/or weekends to assist with client needs. Work occasionally requires more than 40 hours per week to perform the essential duties of the position; may require irregular hours to accommodate unforeseen demands outside of regular hours.

## **Travel**

Local travel, such as travel to graduates' homes, outreach, and fundraising events are expected. Occasional out of state or in-state travel may be required due to client or organization needs.

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

- Bachelor's degree in animal assisted intervention, behavioral science, applied animal behavior, applied psychology, or related field.
- Minimum of eight (8) years of experience training service, assistance, or guide dogs.
- Minimum of five (5) years of experience at an Assistance Dogs International (ADI) affiliated organization training clients with disabilities to be paired with assistance dogs.
- Minimum of three (3) years in a supervisory and management position.
- Experience with program development and management.
- Advanced knowledge of positive reinforcement training techniques.
- Advanced understanding of canine behavior and learning theory.
- Proficiency in Client Relationship Management (CRM) programs.
- Proficiency in training adult learners with disabilities.
- Proficiency in Microsoft applications (excel, word, powerpoint).

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

- Proficiency with Salesforce, Dog and Client Tracker CRM.
- Master's degree in animal assisted intervention, behavioral science, applied animal behavior, applied psychology, or related field.

## **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)