



Director of Dog Operations

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 Dog Operations provides leadership and direction to the dog operations program including reproduction, puppy raising, dog training, dog health, and kennel care. Develop and lead implementation of strategies and operational standards designed to maximize dog graduation success. Ensure Assistance Dogs International (ADI) training standards and Colorado's Pet Animal Care Facilities Act (PACFA) breeding standards are maintained.

The Skills You Bring

- Inspirational leadership
- Ten (10) years of experience in training service, assistance, or guide dogs including five (5) years working at an ADI affiliated organization
- 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
- Experience working with people with disabilities
- 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

Dog Operations Program

- Work with the President and CEO to create strategic direction for the dog operations program.
- Develop and lead implementation of strategies in reproduction, puppy development, animal care and dog training designed to improve dog graduation success.
- Develop and implement operational standards for reproduction, health care, puppy development, and dog training programs.
- Develop and monitor dog operations budget and manage resource allocation.
- Provide leadership and direction to Reproduction and Genetics Manager, Health Manager, Puppy Development Manager, and Dog Training Manager.
- Work with Program Managers to ensure consistent implementation of standards from birth to graduation.
- Work with Reproduction & Genetics Manager, Puppy Development Manager, Dog Training Manager and Health Manager to ensure Organization, ADI and PACFA standards are adhered to by all FSD staff.
- Work with Reproduction and Genetics Manager to grow and maintain FSD brood maximizing genetics and lineage to meet the needs of clients.
- Work with Puppy Development Manager to implement a robust puppy raising program to ensure puppies coming in-for-training meet or exceed expectations.
- Work with Dog Training Manager to effectively train dogs in tasks and skills that meet the needs of clients.
- Work with Health Manager to ensure puppy and dog health standards are met and provide quality care to dogs housed in kennels.
- Motivate and inspire dog operations 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 Training

- Work with Director of Client Services to ensure successful matching process between assistance dogs and clients.
- Work with Director of Client Services and Dog Training Manager to provide instruction to FSD assistance dog recipients to produce successful teams.

Data Collection & Reporting

- Work with Program Managers to ensure Behavior Checklist (BCL), Walk and Talk, and Cue Assessments are completed in a timely manner and tracked in appropriate database and spreadsheets.
- Work with current databases and spreadsheets to track program data.
- Analyze data to monitor and improve program success.
- Work on team to transition dog operations 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 dog operations support to development for donor cultivation and stewardship.

Volunteer Program

- Work with Volunteer Coordinator to ensure sufficient volunteers including puppy raisers, weekend fosters, neonate support, and kennel care.
- Work with Dog Training Manager to provide dog training instruction to volunteers as needed.

Other

- Monitor and share new developments and practices affecting FSD dog training and in the animal-assisted intervention.
- Participate in professional development related to dog training, disabilities, and more.
- 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.

Work 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.

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 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 dog and 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 outreach, education or fundraising events are expected. Occasional out of state or in-state travel may be required due to client or organization needs.

Required Education and Experience

- Bachelor's degree in applied animal behavior, animal-assisted therapy, biology, zoology, or related field.
- Minimum of ten (10) years of experience training service, assistance, or guide dogs.
- Minimum of five (5) years working at an Assistance Dogs International (ADI) affiliated organization including reproduction, puppy raising and dog training.
- Minimum of five (5) years in a supervisory and management position.
- Experience with program development and management.
- Experience working with people with disabilities.
- Advanced knowledge of positive reinforcement training techniques.
- Advanced understanding of canine behavior and learning theory.
- Proficiency with positive reinforcement and clicker dog training.
- Proficiency in Client Relationship Management (CRM) programs.
- Proficiency in training adult learners.
- Proficiency in Microsoft applications (excel, word, powerpoint).

Preferred Education, Experience and Competencies

- Experience working with volunteers.
- Proficiency with Salesforce, Dog and Client Tracker CRM.
- Master's degree in animal behavior, animal-assisted therapy, biology, zoology, 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