



## Puppy Health 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 volunteer puppy raisers and the FSD puppies in their homes. Provide basic healthcare and examinations for puppies; and health information for volunteer puppy raisers. Provide administrative support to Animal Health Manager and 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)

### 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**

### **Puppy Healthcare**

- Puppy health orientation for raisers
- Address puppy health concern submissions
- Field raiser calls and emails regarding routine puppy health
- Coordinate with raisers for onsite and offsite exams including regular health evaluations
- Coordinate and administer boosters and medical transport while puppies are in prison training program
- Assist with health exams of puppies before their return to FSD for formal training
- Prepare health information documents and supplies for raiser placement
- Track puppy diets and amounts, and monthly weights
- Order puppy food, monitor inventory, and coordinate drop-off and pick-up with raisers and prison training program
- Heartworm prevention / flea and tick prevention distribution and tracking
- Create basic protocols for routine health concerns for raiser reference

### **Data Collection and Reporting**

- Enter health information and notes into Organization's database.
- Document communication with puppy raisers, veterinary organizations, and dog operations staff regarding puppy health in organization's database.
- Ensure communication of relevant health information when dog returns from puppy raiser to FSD

### **Other Duties**

- Assist training team with playgroups for dogs in training as needed.
- Provide feedback to Animal Health Manager and Puppy Development Manager on the effectiveness of protocols, examinations, and health care
- Assist with dog care, kennel care and cleaning as needed.
- Assist Animal Health Manager and 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 rapidly use printers, computer equipment, copy machine, and other general office machines.

### **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 basic animal husbandry procedures
- Experience administering vaccinations to animals
- Ability to coordinate the health needs of 100+ animals between volunteers, veterinary providers, and prison training partners; both in-state and out-of-state
- Understanding of canine behavior and learning theory
- Valid driver's license and maintain current vehicle insurance

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

- 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 with the subject line "Puppy Health Coordinator" to Stephanie Guild, Animal Health Manager, at [SGuild@freedom servicedogs.org](mailto:SGuild@freedom servicedogs.org).