



Our Culture

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 reception into facility and support all departments with administrative needs, assisting colleagues whenever there is an opportunity to do so. Answer phones and routinely communicate and work with volunteers, donors, employees, visitors, vendors and other individuals while creating a positive and welcoming environment. Type, file, schedule, coordinate meetings and conferences, and order supplies. Reports to Director of Finance and Administration.

The Skills You Bring

- Excellent customer service
- Attention to detail
- Proficiency in Gmail and Microsoft Office Suite
- Problem-solving skills
- Ability to multi-task
- Effective communicator
- Team player
- Desire to learn
- Adaptability
- Love of dogs

Our Investment in You

- Competitive Salary: \$23.50- \$26.50
- Medical, dental, and vision insurance covered in part by FSD
- Life insurance covered by FSD
- 401k plan with company match
- 14 Holidays & Generous Paid Time Off
- Professional Learning Opportunities
- Wagging tails, dog kisses, and puppy breath

The Work You Will Do

Administrative

- Organize and prioritize large volumes of information, calls and visitors.
- Anticipate work needs and follow up on own initiative. Accomplish responsibilities with minimum supervision in a timely manner while communicating consistently and appropriately with management.
- Answer phones and provide information to callers on routine questions, take messages and transfer calls to appropriate individuals for non-routine questions.
- Provide reception coverage by greeting visitors in a professional manner, handling inquiries, and directing them according to their needs.
- Interface with members of the public, donors, volunteers, employees, visitors and vendors, maintaining a positive attitude and projecting a positive image of the Organization.

- Create and develop correspondence, documents and presentations.
- Schedule and organize activities and events, such as conference calls, meetings, appointments, team building activities, and travel. Manage the Organization's master calendars.
- Prepare outgoing mail, packages, and correspondence. Open, sort and distribute mail, packages, and delivery orders. Maintain postage accounts.
- Provide executive assistance to the President & CEO as requested.
- Order and maintain all office supplies, dog training supplies, and kennel supplies.
- Order food from local restaurants to support Organization's functions.
- Support Facilities Coordinator in contacting vendors for maintenance and repairs of facility, lawn care, and vehicles. Maintain calendar for building maintenance, vehicle maintenance, and vendor contract renewal. Source new vendors as needed.
- Work directly with IT company to oversee all IT needs for the organization.
- Assist staff in operating office equipment, such as computers, fax machine, copiers, and phone systems. Assist staff in operating computer programs including Microsoft Office Suite, Gmail, and Adobe.
- Maintain and update paper and electronic filing systems for records, correspondence and other material. Retrieve information from files when needed.
- Provide administrative support to all departments as needed on special nonrecurring and ongoing projects, including data entry, research, document preparation, and presentation preparation.
- Maintain security and confidentiality of all documents and files.
- Assist with the setup and cleanup for meetings, lunches, and staff functions.
- Support staff engagement initiatives and serve on Pawty Committee to plan staff events.

Other

- Participate in continuing education as requested.
- Adhere to FSD dog care and training standards.
- Assist with dog care, kennel care and cleaning as needed.
- Any 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 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 regularly lift and/or move up to 40 pounds. This includes the ability to transport large bags of dog food, retrieve and distribute files, written documents or office supplies and ability to retrieve and replace objects from shelves.

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 driver's license and car insurance is required.

Position Type and Expected Hours of Work

This is a full-time, non-exempt position consisting of 40 hours of work per week. Regular days and hours of work are Monday through Friday, 8:30 am – 5:00 pm. This position will require occasional evenings and/or weekends to assist with meetings and events, but will primarily be during business hours.

Required Education and Experience

- Bachelor's degree required or related years of experience
- Two (2) years of experience working in an office environment
- Proficiency in Office365, Microsoft Word, Excel, and PowerPoint

Preferred Education, Experience and Competencies

- Nonprofit work/volunteer experience
- Experience working with Quickbooks
- Bilingual in English and Spanish

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 Laura Warner, Director of Finance & Administration, at LWarner@freedom servicedogs.org.