



## 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

Under the supervision of the Kennel Manager, this position will provide comprehensive care to the dogs that are being trained by the Organization to assist individuals with disabilities. Ensure the physical and mental well-being of dogs by monitoring their behavior and physical condition, interacting with them continuously and constructively. Responsible for providing food, water, maintaining clean kennel environments, and care as needed. Must be able to communicate health and behavioral observations to the appropriate personnel. Reports to the Kennel Manager and Associate Director of Health and Reproduction.

## 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.

## Our Investment in You

- Competitive Salary:
- Medical, dental, and vision insurance covered in part 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

The essential functions listed below are intended only as illustrations of the various types of work that may be performed; the omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to be completed by the position:

### Kennel Care

- Daily cleaning, sanitizing and organizing of all indoor and outdoor dog kennels, perimeter kennel areas, and play yards.
- Daily tracking of all inventory of all items needed to care for dogs and communicating inventory issues to the Kennel Coordinator.
- Completing, maintaining and updating daily dog care records.

- Daily cleaning of bedding, toys, food and water bowls.
- Running and folding laundry.
- Making Kongs and cutting treats.
- Vacuuming, cleaning carpets, mopping, clearing drains, dusting, sweeping, and trash removal.
- Cleaning hallway and travel crates.
- Directing and organizing volunteers and volunteer groups.

### **Dog Care**

- Assessing, on a daily basis, the overall health and behavior of the animals.
- Providing food and water to dogs on a daily basis.
- Maintaining strict dietary requirements for each dog.
- Providing daily potty breaks and exercise for dogs.
- Engaging in socialization and enrichment activities with dogs
- Running and assisting with playgroups.
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- Walking and handling dogs in a manner consistent with expectations of a service dog in training.
- Assist in husbandry tasks including trimming nails, cleaning ears, bathing, etc. and maintaining a husbandry schedule for the dogs.
- Driving dogs to and from veterinarian appointments and driving to pick up dog food and other supplies as directed by the Animal Health Coordinator and Kennel Coordinator.
- Medicating dogs as needed, as directed by the Animal Health Manager and the Animal Health Coordinator.
- Providing specialized care for dogs post-surgery.
- Communicating any problems or issues with dog care to the Kennel Coordinator.
- Communicating any health concerns to the Animal Health Manager or Animal Health Coordinator.
- Entering health and behavior observations and information in the Animals First Database.
- Working with the Genetics and Reproduction Department to care for puppies and neonates.
- Engaging puppies in early neurological stimulation activities and keep clear records for each puppy.
- Directing and organizing volunteers.

### **Other**

- Taking the lead on projects and specialized tasks
- Entering data into the Animals First and Apricot database and appropriate spreadsheets.
- Participate in continuing education.
- Other duties that may be as assigned.

### **Supervisory Responsibility**

Responsible for training, assigning tasks to, and monitoring the Organization's volunteers.

### **Work Environment Physical Demands**

This job operates in dog kennels and surrounding areas. The noise level in the work environment can often be loud. The location is a non-smoking environment.

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, which primarily includes taking care of dogs and their kennels, 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 in order to properly clean

kennels and care for 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, though it is also possible that the employee will often have to work alone for long stretches of time.

The 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. Employee must be able to open packages, measure, and use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. Employee must be able to use a writing instrument to record information related to dog care and must be able to use a computer keyboard.

The employee must regularly lift and move up to 50 pounds and frequently lift and/or move up to 25 pounds. This includes the ability to retrieve and distribute dog food and other supplies and ability to retrieve and replace objects from shelves of up to 7 feet high. This job requires handling multiple dogs in training every day of up to 100 pounds on and off leash. The employee will work in proximity to cleaning agents and disinfectants and must be able to follow instructions for the use and storage of these chemicals.

Work occasionally requires more than 40 hours per week to perform the essential duties of the position; may require irregular hours to accommodate unforeseen dog care demands outside of regular hours. During work, the employee is expected to be physically present at the kennels. On occasion, employee must be able to drive a company vehicle. Valid drivers license and car insurance is required.

#### **Position Type and Expected Hours of Work**

Full time and part time positions available. Non-exempt. Hours of work are variable Sunday - Saturday from 6:00am- 8:00pm. This position may require working weekends, holidays, and being open to working additional shifts on an as needed basis.

#### **Travel**

Generally, only local travel is expected.

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

- High school diploma or GED

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

- Nonprofit work/volunteer experience
- Experience working with dogs in a professional setting

#### **Required Skills and Competencies**

##### **Dog Interaction and Training Skills:**

- Must have an affinity for dogs.
- Must be able to adapt to requirements of dog care, which change on a daily basis.
- Immediately after hire, must complete a dog handling class offered by Freedom Service Dogs and consistently implement training techniques.
- Must be able to work in a fast paced environment.
- Must be able to work cooperatively in a team environment.
- Must be able to stay focused despite numerous distractions and multiple tasks.

##### **Language and Communication Skills:**

- Ability to communicate effectively with peers, direct reports, management, clients, partners, donors, vendors and stakeholders.

- Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Routinely utilize advanced English language skills to edit documents and to prepare reports and correspondence, including spelling, sentence structure, syntax, grammar, usage, and the chief aspects of style, such as punctuation, capitalization, abbreviations, plurals and possessives, and compound words.
- Interpersonal skills necessary to communicate and follow instructions effectively with a diverse group of staff and provide information with ordinary courtesy, patience and tact.

**Reasoning Ability:**

- Ability to solve practical problems and deal in a variety of situations using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to interpret and to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

**Office Skills**

- Proficiency in Microsoft Word and Outlook and typing proficiency.
- Proficiency in using a database system.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

**Additional Eligibility Qualifications**

Must have a valid driver’s license and maintain current vehicle insurance.

**Work Authorization/Security Clearance (if applicable)**

Must be authorized to work in the United States.

**Other Duties**

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.