



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 Reproduction and Genetics Manager, this position will provide comprehensive care to the puppies that are being raised by the Organization to eventually assist individuals with disabilities. Ensure the physical and mental well-being of puppies by monitoring their behavior and physical condition, interacting with them continuously and constructively, and providing food, water and other items or care as needed. Responsible for maintaining clean kennel environments. Must be able to communicate problems or issues in caring for the dogs and puppies in FSD's care to the appropriate personnel and recommend any changes in care.

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
- Short-Term Disability 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

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, dog bedding, perimeter kennel areas, and play yards.
- Mopping, clearing drains, dusting, sweeping, trash removal, and cleaning crates.
- Running, folding and organizing laundry.

- Daily inventory and tracking of all items needed to care for dogs and puppies and reporting status to the Nursery Coordinator.
- Completing, maintaining and updating daily dog/puppy care records.
- Assist in Guardian Home visits, donor group visits, and volunteer participation in department activities.

Dog Care

- Daily assessment of the overall health of dogs.
- Prepare and provide food and water to dogs.
- Maintain strict dietary requirements for each dog.
- Provide potty breaks and exercise for dogs.
- Assist with and perform husbandry tasks including but not limited to trimming nails, cleaning ears, bathing, etc.
- Transport dogs to and from veterinary appointments.
- Transport of dog food and other supplies as directed.
- Administering medication to dogs as directed.
- Providing specialized care for dogs post-surgery and puppies who need additional intervention.
- Communicating any problems or issues with dog care to the Reproduction and Genetics Manager or Nursery Coordinators
- Communicating any health concerns to the Reproduction and Genetics Manager or Neonate Coordinator or Health Coordinator
- Engaging puppies in age-appropriate socialization activities and keep clear records for each puppy.
- Engaging dams in socialization and enrichment activities.
- Filling in for overnight shifts when the need arises.
- Assisting in the whelping of puppies.

Other

- Lead on departmental projects and specialized tasks
- Enter data into the Salesforce database and spreadsheets.
- Participate in continuing education as requested.
- Other duties that may be as assigned.

Supervisory Responsibility

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

Work Environment & Physical Demands

This job operates in dog kennels, surrounding areas and a professional office environment. The noise level in the work environment can often be loud. Employees will work in close proximity with all ages of dogs. 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, puppies, 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 and puppies 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; the position will require irregular hours to accommodate 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.

Position Type and Expected Hours of Work

Full-time & part-time non-exempt positions available consisting of 20-40 hours of work per week. Hours of work are variable Sunday - Saturday from 6:00am- 8:00pm. This position will require working weekends, holidays, and being open to working additional shifts, including overnight shifts, on an as needed basis.

Travel

Generally, only local travel is expected.

Required Education and Experience

High school diploma or GED.

Preferred Education, Experience and Competencies

Nonprofit work/volunteer experience
Experience caring for animals in a professional environment.

Required Skills and Competencies

Dog Interaction and Training Skills:

- Must be able to appropriately handle dogs from birth through adulthood.
- Must be able to work effectively under pressure in the presence of potentially life or death situations.
- 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.
- Must be able to follow checklists, conduct detailed record-keeping, and effectively time-manage and prioritize daily tasks.

Language and Communication Skills:

- Ability to communicate effectively with peers, direct reports, management, clients, partners, donors, volunteers, vendors and stakeholders.
- Approaches others in a professional and 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 and training materials, 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.
- Must be able to communicate any problems or issues in caring for the dogs to the appropriate personnel, and recommend any changes in status of the dog in care.

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.
- Ability to maintain a high level of mental concentration and effort and strain when performing a high volume of analyses and decision-making as well as other essential duties.

Office Skills:

- Proficiency in Microsoft Office applications
- Proficiency in typing/keyboarding
- 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.