Client Field Trainer

Our Mission & Impact

Freedom Service Dogs (FSD) transforms lives by partnering people with custom-trained assistance dogs. Daily tasks and routines that many take for granted can be challenging and complex for a veteran or first responder with PTSD or TBI, an individual with limited mobility, or a young person with autism. Picking up a dropped phone, moving around in a busy public space, or withstanding a stressful environment can feel overwhelming if you don't have the necessary resources to navigate the situation.

At FSD, we purpose-breed and custom train dogs that empower individuals with disabilities to live lives filled with possibility. Since 1987, as a 501(c)3 nonprofit organization, FSD has graduated hundreds of teams and provided lifetime support services, all at no charge to our clients.

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 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.

The Purpose of Your Role

Provide obedience, behavior, and custom task training to meet the needs of FSD graduate clients using primarily positive reinforcement methods. Adhere to training requirements & standards as required by FSD and Assistance Dogs International (ADI). Provide ongoing support to clients as needed. Flexibility to work nights, evenings, weekends, and travel as needed to support and train FSD clients required. Reports to the Client Services and Training Manager.

The Skills You Bring

- Proficiency in Microsoft Word, Excel, Outlook and Salesforce
- Excellent customer service
- Superior communication and people skills
- Attention to detail
- Problem-solving skills
- Ability to multi-task
- Outstanding time management skills
- Team player
- Desire to learn
- Adaptability
- Love of dogs

Our Investment in You

- Competitive Salary: $25.50- $30.00
- 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

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.

Post-Graduation Lifetime Support

- Provide ongoing Lifetime Support training to client/dog team graduates to address new skill/task development needs and dog behavioral issues throughout the working life of the dog.
- Adhere to Post-Graduation Client-Dog Team Training Policy and Procedures.
- Create training plans for Lifetime Support in collaboration with the IFT Training Team and direction from the Client Services and Training Manager as required.
- Provide client training and support via phone, zoom and in-person.
- Travel as needed to clients' homes across the United States to provide placement training and lifetime support training.
- Attend and participate in weekly team meetings led by the Client Services and Training Manager.
- Re-certify graduated dog/client teams as needed.
- Work in conjunction with Client Services and Training Manager on service dog retirements ensuring completion of paperwork and receipt of service dog vest(s) or other identifying equipment.
- Provide educational seminars virtually or in-person to clients on topics such as exercise, healthy weight, or retirement of their service dog.

Client Placement Training

- Teach lectures during Client Placement Training.
- Assist with training clients during Placement Training.
- Conduct one-off placement training for clients as needed. May involve out of town/state travel.
- Follow up with all clients who graduate placement training within 30 days of graduation.

Salesforce

- Daily documentation of all training activities by input of data into the company database.
- Daily documentation of client outreach and contact by input of data into the company database.

Dog Evaluation

- Utilizing the GDBart Behavior Checklist and FSD's training standards, assist in the evaluation of in-for-training dogs to ensure suitability for the program
- Create and implement training standards alongside the Assistance Dog Instructors and Client Services and Training Manager

Other

- Assist with other Dog Operations Departments as approved by Supervisor.
- Represent FSD at community events, participate in presentations and conduct demonstrations as approved by Supervisor.
- Participate in continuing education relative to this position.
- Adhere to FSD dog care and training standards.
- Assist with dog care, kennel care, and cleaning occasionally as needed.
- Drive company vehicles to transport dogs and for other Organization needs.
- Manage and restock inventory of service dog vests, harnesses, and other gear provided to clients during placement and lifetime support.
- Other duties that may be assigned.

Supervisory Responsibility

Responsible for training, assigning tasks to, and monitoring volunteers assisting with client services.

Work Environment

This job operates in a professional office environment, dog kennels, surrounding areas, client homes, and communities. Employees will work in close proximity with all types and breeds of dogs to help socialize dogs in training. The noise level in the office environment is usually moderate. The noise level in dog kennels environment can often be loud. The location is a non-smoking environment. Frequent travel is expected, including economy-class airline seats and overnight stays in moderate lodging.

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. While performing the duties of this job, 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 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, 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 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 building when not on an outing with a dog in training or with a client/dog team in training. Employee must be able to drive a company vehicle.

Position Type and Expected Hours of Work

This is a full-time, non-exempt position consisting of approximately 40 hours of work per week. Regular days and hours of work are primarily Monday through Friday from 7:30 am to 4:30 pm. This position will require working occasional weekends, evenings, and being open to working additional shifts on an as needed basis. Flexibility will be required to accommodate the schedules of our clients.

Travel

Local travel, such as travel to client homes and other public spaces is expected. Out-of-state and in-state travel is also required to assist clients with training and required re-certifications of the dog/client team. Local travel is expected to be more frequent and occur on a weekly basis. Overnight and out of state travel may be required as often as twice per month. Length of overnight travel varies from 1-5 nights.

Required Education and Experience

- Minimum two (2) years' experience training service, assistance, or guide dogs with FSD or an affiliate ADI organization.
- Experience in working with individuals with a variety of disabilities.
- One-on-one and group client training experience.
- Experience placing service dogs with individuals with a variety of disabilities.
- Must have a working understanding of Assistance Dogs International (ADI) accreditation standards and ethics.
- Must be able to produce effective working teams that meet or exceed FSD and ADI Standards (i.e., Public Access Test, demonstration of tasks).
- Advanced understanding of canine behavior and learning theory.
- Must consent and be able to pass a criminal background check.
- Bachelor's degree required.

Preferred Education, Experience and Competencies

- Degree in animal behavior, psychology, zoology, biology or related professional experience preferred.
- Certificate or degree from accredited service dog training program.
- Ability to obtain Assistance Dog International (ADI) dog trainer certification.
- Nonprofit work/volunteer experience.

Additional Eligibility Qualifications

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

To Apply

To apply, please send your resume and cover letter to Marnie Lansdown, Business Operations Manager, at MLansdown@freedomservicedogs.org.