



Senior Human Resources Generalist

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

The Senior HR Generalist leads the development and execution of human resources strategies that support the organization's mission and goals, overseeing functions such as talent acquisition, training, payroll, benefit administration, compliance, and employee handbook and policy development. As the primary HR professional for a staff of 60 employees, they partner with leadership to strengthen internal systems, foster an inclusive and positive workplace culture, plan employee engagement opportunities, and advance initiatives that support equity and organizational effectiveness. Reports to the Director of Finance and Administration.

The Skills You Bring

- 5+ years of progressive and comprehensive HR experience, including strategic or management roles
- Deep commitment to equity and confidentiality in all HR work
- Ability to develop and nurture a positive, inclusive, and engaging workplace culture
- Strong organizational skills and an eagerness to improve workflows
- Clear and respectful communicator who builds trust and collaboration
- Skilled at coaching and supporting staff so they can grow, succeed, and feel valued
- Adaptable and able to navigate challenges with care (and a sense of humor!)
- Self-awareness and a commitment to personal and professional growth
- Passion for supporting a mission-driven team—and a love of dogs

Our Investment in You

- Salary: \$70,000- \$82,000
- Medical, dental, vision, and life insurance covered in part by FSD
- 401k plan with company match
- 12 Holidays, 2 floating holidays, and a "winter break"
- PTO starting at 3 wks/yr and progressively increasing to 5 wks/yr after 3 years
- Flexible schedule and remote work option of up to 20%
- 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:

Payroll & Benefits Administration

- Manage bi-weekly payroll processing in ADP, ensuring accuracy and compliance with applicable laws and policies
- Oversee benefits administration, including health, dental, vision, life insurance, 401k, COBRA, FMLI leave, unemployment, and worker's compensation
- Serve as the primary point of contact for employee payroll, benefits, and leave questions and troubleshooting
- Coordinate annual open enrollment, benefits renewals, and communication to staff
- Maintain accurate payroll, benefits, and personnel records while ensuring confidentiality and compliance

Talent Acquisition & Development

- Lead employee recruitment, including job postings, candidate screening, interviewing, and hiring across the organization
- Develop and implement strategies to attract diverse, qualified candidates aligned with organizational values
- Oversee onboarding and training to ensure new hires are set up for success
- Support managers with employee development, coaching, performance management, disciplinary issues, and training opportunities
- Coordinate professional development programs and learning opportunities that enhance staff growth
- Lead workplace safety training initiatives

Workplace Culture & Engagement

- Foster an inclusive, engaging, and positive workplace culture that reflects FSD's values
- Plan and coordinate staff recognition, appreciation, and engagement activities
- Partner with leadership to strengthen organizational culture and communication
- Serve as a trusted resource to staff and managers on employee relations, conflict resolution, and HR best practices
- Ensure HR practices uphold equity, inclusion, and confidentiality while promoting a supportive environment
- Lead employee committees including DEI committee, Safety Committee, and the "Pawty" Committee

Compliance & HR Operations

- Develop, update, and enforce HR policies, procedures, and employee handbook in line with federal and Colorado employment laws
- Maintain compliant and organized personnel files and HR records
- Prepare required compliance reports and support audits and funder requirements
- Partner with leadership on compensation benchmarking and pay equity practices
- Ensure all HR practices and systems meet legal and ethical standards

Other Duties

- Assist with departmental projects as needed
- Adhere to FSD dog care and training standards
- Other duties that may be assigned

Position Type and Expected Hours of Work

This is a full-time, exempt position consisting of approximately 40 hours of work per week. Regular days and hours of work are Monday through Friday, 9:00 am – 5:00 pm. This position may be eligible to work from home up to 20% of the time after three months of employment. This position may require flexibility to work some weekends or evenings on occasion.

Required Education and Experience

- Bachelor's degree required, preferably in human resources management, business administration, nonprofit management, or a related field
- 5 years of comprehensive HR experience required, additional preferred
- SHRM certification preferred
- Nonprofit experience preferred
- Up-to-date knowledge of human resources law and regulations required
- Proficiency in Microsoft and Google applications required, ADP experience preferred
- Experience creating and enforcing boundaries with staff required
- Excellent written and verbal communication skills, organizational skills, and acute attention to detail required

Travel

Local travel, such as travel to special events or employee engagement activities is occasionally required. Occasional driving in an organization vehicle is expected. Valid drivers license and car insurance is required.

Supervisory Responsibility

This position does not directly supervise any paid employees. Supervisory responsibilities include training and supporting any volunteers assisting with staff engagement and human resources initiatives.

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 the kennel 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 touch, 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 have the ability to bend, stretch, and lift up to 25 lbs; rapidly use printers, computer equipment, copy machines, and other general office machines.

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, at mlansdown@freedom servicedogs.org.