

JOB DESCRIPTION

Job Code	293
Full Job Title	Service Dog Trainer
Department	UDS Service Dogs
Supervised By	Supervisor of Breeding and training
Location	Lancaster, PA
Grade	NE 2
Schedule	Flexibility in schedule is required to meet Department/Program needs
Employment Status	Part-time/ Full-time (64 hours per pay)
Classification	Non-Exempt
Approved/Last Revision	March 2026

GENERAL SUMMARY

Under the supervision of the Supervisor of Breeding & Training Operations, the Service Dog Trainer will Care for, evaluate, and train dogs. As a Service Dog Staff Trainer, you will be responsible for assisting the Lead Trainer with introducing and advancing simple and complex behaviors to dogs of various ages, providing frequent instruction to new volunteers, dog fosters, and clients receiving service dogs from the program, developing and applying behavioral modification plans, grooming and conducting health checks for dogs, documenting daily training records, create training materials and visual aids for online classes, conducting virtual meetings and training sessions, providing follow up support to service dog teams, preparing teams for public access testing, and occasional public relation activities. This position will require taking dogs in training into your personal home.

When needed, the Service Dog Trainer will assist trainers in all phases of training, however; focus will be on the secondary in addition, the Service Dog Trainer will work with all trainers in determining the best techniques and methods of training needed to prepare the dogs for their working life. Including having assigned dogs entering the kennel.

JOBS SUPERVISED

None

RESPONSIBILITIES

1. Provides specialized skills training to dogs in the secondary phase of training and ensures training effectiveness.

- a) Works with other trainers to motivate secondary dogs through training methods.
- b) Houses dogs in their home on weekends as needed and newly assigned dogs will need evaluated 2 weekends within a 1-month timeframe (This is a non-negotiable – trainer must be willing and able to take dogs home)
- c) Meets regularly as determined by the Supervisor of Breeding & Training Operations to review dogs' progress and discuss recommendations to increase positive outcomes.
- d) Documents progress through monthly reports and other documentation as outlined in the program requirements for dogs residing in the kennel.
- e) Creates and follows individualized training plans.
- f) Demonstrates and continues to develop knowledge of proven methods used for training assistance dogs.
- g) Plans socialization outings for kennel dogs, volunteers and monthly Saturday outings.

2. Under the guidance of the Supervisor of Breeding & Training and other trainers, there will be times when the Service Dog Trainer is partnered with a volunteer to provide support to improve the quality and number of service dogs placed.

- a) Provides support in educating our volunteers to work with the dogs in any phase of training along side program trainers, especially group classes
- b) Provide support with preparing for and teaching volunteer during group classes
- c) Provide support with preparing for and teaching clients during team training

3. Collaborates with Senior Manager, Supervisor of Breeding & Training Operations and Program Trainers with problem solving. Makes recommendations for effectiveness and recordkeeping to build on the secondary training program and promote good public relations.

- a) Ability to use database applications for documentation
- b) Keeps training records up to date in database
- c) Detail oriented
- d) Provides information about the Service Dogs Program and UDS with readily available materials.
- b) With a thorough knowledge and understanding of the Program, the Service Dog Trainer educates the general public about UDSF and the Service Dogs Program.
- c) Assists Program staff with on-going program record-keeping and documentation.

4. Establishing an annual schedule for Facility Dog Compliance Tests for each handler in each school district, this can be several staff per dog and each must take the FDCT.

5. Completes other duties as assigned to fulfill Program's needs.

COMPETENCIES

Adaptability/Flexibility

Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, and adjusts plans to meet changing needs.

Communication / Teamwork

Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills. Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere. Builds relationships inside ones team as well as across functional boundaries.

Customer Care

Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers. Is Sensitive and empathetic to customer needs through high quality care. Is a powerful voice and leading advocate for those we serve.

Integrity / Ethics

Is accountable, honest, truthful, ethical and professional in conducting business; maintains confidentiality. Supports company mission, vision, core values and beliefs. Values the differences of others. Committed to being respectful and courteous in everything we do. Builds trust and avoids trust breakers.

Job Skills and Knowledge

Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues.

Workplace Safety

Ensures a safe work environment; promotes mutual respect; keeps work environment clean and safe; supports safety initiatives; identifies safety issues and concerns; takes corrective action when safety

EDUCATION

High School Diploma or GED required.

EXPERIENCE

A minimum of three years' experience in the training and/or handling of dogs are required. Previous experience assisting with an animal program is preferred. Previous experience working with people with disabilities is helpful.

ADDITIONAL QUALIFICATIONS

Excellent communication skills, effective organizational skills and the ability to prioritize and manage multiple tasks are required. Due to meeting schedules and consumer needs, must be able to accommodate travel to remote locations that are not located near public transportation. Employee must possess a valid driver's license.

PHYSICAL DEMANDS

Lifting is required. Maximum weight to be lifted independently is 50 pounds. Vision required (corrective eyewear permitted). Hearing required (hearing aide permitted). Specific hearing requirements: communication with people on phone and in person. Miscellaneous tasks are reaching above shoulder, standing, walking, and sitting, repeated bending, and fine motor coordination, operation of equipment or machinery. Tasks vary day to day – changes in daily activities sometimes result in more lifting or bending and stretching.

WORK ENVIRONMENT

Training for secondary dogs will be done both inside and outside. Most other duties will be performed in climate controlled buildings.

Interested applicants should send the resume to: sandras@udsfoundation.org

or apply at <https://www.udservices.org>