



## Client Services & Dog Training Manager

### 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

As a member of the management team, the Client Services & Dog Training Manager provides leadership and direction to the dog training and client services program. Clients include: veterans and first responders with post-traumatic stress and/or traumatic brain injury, individuals with mobility disabilities, young adults with autism. □

Develop and lead implementation of strategies and operational standards designed to maximize client dog partnership success. Manage application process, client training, and graduate services including re-certification and lifetime support. Ensure Assistance Dogs International (ADI) and Animal Assisted Services International (AASI) training standards and Colorado's Pet Animal Care Facilities Act (PACFA) regulations are adhered to and maintained.

### The Skills You Bring

- 3+ years of experience in training service, assistance, or guide dogs at an Assistance Dogs International (ADI) affiliated organization
- 3+ years of experience managing and supervising staff
- Bachelor's degree in animal assisted intervention, behavioral science, applied animal behavior, applied psychology, or related field (Master's degree preferred)
- Experience in program development and management
- Clear and respectful communicator who builds trust and collaboration
- Skilled at coaching and supporting staff so they can grow, succeed, and feel valued
- Innovative problem-solving skills
- Advanced knowledge of positive reinforcement training techniques
- Advanced understanding of canine behavior and learning theory
- Demonstrated knowledge of disability etiquette and the unique needs of veterans experiencing PTSD
- Adaptable and able to navigate challenges with care (and a sense of humor!)
- Proficiency in CRM programs (Salesforce preferred), Microsoft, and G Suite

### Our Investment in You

- Competitive Salary: \$65,000- \$75,000
- 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**

### **Leadership**

- Provide strategic leadership and oversight for FSD's dog training and client services programs.
- Lead, supervise, and develop staff while fostering a collaborative, inclusive, and mission-driven culture.
- Develop program goals, policies, procedures, budgets, and resource allocation plans to support organizational success.
- Monitor program performance, analyze data, and provide reports and recommendations to leadership and the Board as requested.
- Build and maintain relationships with nonprofit partners, healthcare providers, government entities, and industry leaders.
- Ensure compliance with ADI, AAI, PACFA, and other applicable standards and regulations.

### **Dog Training**

- Oversee dog training program to maximize dog graduation success and successful client-dog partnerships.
- Provide leadership, coaching, and continuing education opportunities for dog training staff.
- Collaborate with puppy development and animal health teams to support effective training, socialization, and care of dogs in the program.
- Establish and maintain consistent training standards, methodologies, and evaluation practices.
- Work with trainers to provide direction and recommendations for custom training to meet client needs
- Support client-dog matching processes and provide guidance on custom training plans to meet client needs.
- Collect data using GDBart evaluations for dogs in training
- Participate in training outings, professional development, and community activities as needed.

### **Client Services**

- Oversee all aspects of the client experience, including outreach, applications, waitlist management, matching, training, and graduate support.
- Develop and implement strategies to improve client readiness, training effectiveness, and long-term partnership success.
- Supervise and support client services staff in delivering high-quality service and ongoing client support.
- Maintain accurate client records, reporting, and workflow management within Salesforce and other systems.
- Support outreach and recruitment efforts to increase client engagement and program accessibility.
- Work with client services staff to provide required client education to ensure effective handling and care for their assistance dog in ways that meet the physical and emotional needs of the dogs and clients.
- Work with the Director of Operations and the Deputy Director of Operations to create strategic direction for the client services program.

### **Other**

- Represent FSD at community events, presentations, demonstrations, and donor engagement activities.
- Collaborate cross-functionally with operations, communications, development, and volunteer teams to support organizational goals.
- Stay informed on emerging practices and issues related to assistance dogs, animal-assisted interventions, and client populations served by FSD.
- Perform additional duties and special projects as assigned in support of organizational operations and mission success.

### **Supervisory Responsibility**

This position supervises the Client Services Coordinators, Veterans Services Coordinator, Client Support & Training Specialist, and Assistance Dog Instructors and carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training; planning and directing work; appraising performance; rewarding and disciplining; addressing complaints and resolving problems.

**Work Environment**

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 to high. The noise level in dog kennels environment can be loud. The location is a non-smoking environment.

**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 regularly required to be very physically active which includes handling dogs up to 70 lbs. 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 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. 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. The employee must have the ability to rapidly use computer equipment, printers, copy machine, and other general office machines.

Occasional driving in an organization vehicle is expected. Valid drivers license and car insurance is required.

**Position Type and Expected Hours of Work**

This is a full-time, non-exempt position consisting of approximately 40 hours of work per week. This position will require occasional evenings and/or weekends to assist with client needs. Work occasionally requires more than 40 hours per week to perform the essential duties of the position; may require irregular hours to accommodate unforeseen demands outside of regular hours.

**Travel**

Local travel, such as travel to graduates' homes, outreach, and fundraising events are expected. Occasional out of state or in-state travel may be required due to client or organization needs.

**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@freedomsvicedogs.org](mailto:MLansdown@freedomsvicedogs.org). No phone calls, please.