



Assistance Dog Instructor

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

Assistance Dog Instructors are responsible for providing basic obedience and custom task training to meet the needs of clients using positive reinforcement and clicker training. Train up to 9 dogs at a time including outings & evaluations for each dog assigned in accordance with FSD and Assistance Dogs International standards. Provide training to clients during placement classes. Help train and mentor volunteers that are assisting in dog socialization, walking and training. Reports to the Client Services & Training Manager.

The Skills You Bring

- Passion for working with people
- Effective people, program, and project management skills
- Love of dogs
- Adaptability
- Problem-solving skills, resourcefulness
- Desire to learn and teach
- Team player
- Positivity
- Highly motivated
- Effective communication skills
- Reliable and responsible
- Organization and attention to detail
- Proficiency in Microsoft Word, Excel, and Outlook
- Knowledge of customer relationship management software (CRM)

Our Investment in You

- Competitive Salary: \$24.50 - \$28.50
- 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:

Assistance Dog Instruction

- Train up to nine (9) dogs on beginning and basic obedience commands and advanced custom skills specific to clients' needs
- Adhere to training plans and timelines
- Document training hours, input data, and record communications in company database in a timely manner
- Assist in evaluations for each dog in training in accordance to FSD and Assistance Dogs International standards using the Behavior Checklist (BCL)
- Complete public evaluations of all dogs in training
- Coordinate and supervise playgroups for dogs in training
- Provide weekly updates/reports on each dog's progress
- Work with the Puppy Development team to ensure consistent training methods and effective communication

Client Support

- Assist with client interviews as requested
- Provide input to supervisors to assist in matching clients with service dogs in training
- Educate clients on assistance dog training and cues during Placement Classes
- Support clients on training outings during Placement Classes
- Assist with recertification of graduated dog/client teams as needed
- Provide follow-up support to placed clients as needed

Volunteer Support

- Help train, mentor, and organize volunteers that are assisting in dog socialization, walking, and training
- Direct and support volunteer dog handlers during Handlers Classes
- Provide support to weekend fosters when training or behavior issues arise and direct all other concerns to appropriate FSD staff
- Provide support to volunteers as needed

Other

- Assist Intake team with behavioral evaluations on adult dogs as needed
- Assist with other FSD programs as needed
- Mentor new instructor team hires during the first 90 days of employment as needed.
- Mentor and support kennel technicians in the effective handling and basic training of dogs onsite
- Participate in continuing education related to your position
- Assist with kennel care and cleaning as needed
- Drive company vehicle to transport dogs or other needs of the Organization
- Other duties that may be assigned

Supervisory Responsibility

Responsible for training, mentoring, assigning tasks to, and monitoring the training program volunteers.

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 a dog kennel environment can be loud. 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 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 their 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. Employees 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 machines, and other general office machines.

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 kennels when not on an outing with a dog in training or with a client/dog team in training. On occasion, employee must be able to drive a company vehicle. Valid driver's 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. Regular days and hours of work are Monday- Friday from 7:30am - 4:30pm, but these hours may be adjusted depending on the needs of the Organization. This position will require working weekends, holidays, and being open to working additional shifts on an as needed basis.

Travel

Local travel, such as travel to dog and client outings is expected. Out-of -state or in-state travel is required to assist clients with training and re-certifications of the dog/client team.

Required Education, Experience and Competencies

- Associates degree in animal behavior, psychology, zoology, biology, or related experience
- Minimum of two (2) years experience of professional positive reinforcement dog training
- Advanced understanding of canine behavior and learning theory by completion of an FSD administered evaluation at the time of interview

Preferred Education, Experience and Competencies

- Bachelor's Degree in animal behavior, psychology zoology, biology, or related experience
- Certificate or degree from Animal Behavior College, Bergin University of Canine Studies, KAren Pryor Academy or other positive reinforcement and clicker training dog instruction program
- Nonprofit work/volunteer experience
- Task training experience

- Experience working with individuals with disabilities

Required Skills and Competencies

Dog Interaction and Training Skills:

- Must be able to learn FSD assistance dog instruction techniques and consistently implement them.
- Must be experienced with marker training
- 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.

Language and Communication Skills:

- Ability to communicate effectively with peers, direct reports, management, clients, partners, donors, 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 instructing the dogs to the appropriate personnel, and recommend any changes in status of the dog in training.

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.

Reasoning Ability:

- 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

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, please send resume and cover letter to nbarlow@freedomservicedogs.org