



Client Services Program Manager

Santa Rosa, CA

To Apply: <https://www.cci.org/careers.html>

SUMMARY

This position supports the applicant, candidate, Team Training and graduate programs. It is focused on supporting and providing services to the applicants and graduates in the region and it requires the ability to effectively interview people with disabilities, manage a large volume of paperwork, create detailed records, promote and explain the CCI program, understand graduates' needs and offer quality customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as needed:

- Coordinate Admission program activities with the Training Manager to ensure overall program cohesiveness.
- Coordinate Graduate program activities with Regional Directors, Regional Program Managers, Instructors and Apprentice Instructors to ensure overall program cohesiveness.
- Applicant/Candidate Program: Manage the application process which duties include:
 - Screening, interviewing and record keeping of all applicants.
 - Evaluate applicants for appropriateness to program.
 - Monitor company waiting lists for all categories, including Service, Skilled Companion, Facility and Hearing, while striving to decrease the waiting time of approved applicants.
 - Outreach to appropriate potential applicants to ensure balance in each wait list category.
 - Maintain yearly contact with all candidates.
 - Organize and administrate detailed record keeping.
- Applicant/Graduate Program
 - Provide/direct information and application materials to people interested in applying for a Canine Companion. Process application materials
 - Coordinate planning for graduate and applicant visits, manage regional waiting list
 - Conduct effective graduate follow-up visits, and applicant interviews
 - Organize and oversee the invitation of selected candidates to Team Training
- Student/Team Training Program: Responsible for organizing TT class preparation and implementation. Must understand company policies and procedures in order to:
 - Invite students to class based on fair and appropriate methods.
 - Provide all necessary materials for incoming students for TT.

- Work with campus staff to make all necessary arrangements for TT class.
- Ensure all necessary equipment is available for students in TT.
- Organize and administrate detailed record keeping.
- Organize side placements.
- Monitor and oversee running of ADI/Public Access testing during Team Training.
- Schedule, oversee and recruit volunteers for Team Training
- Administrative duties include:
 - Ability to keep detailed records.
 - Ability to work within databases.
 - Ability to give presentations in public forums.
 - Serve and act as a role model and mentor to apprentice instructors in the Admissions process.
- Graduate Program: Responsible for prioritizing, coordinating, scheduling and conducting graduate follow-up visits to ensure the safety and success of canine-graduate teams. Duties include:
 - Ability to interact and instruct persons with a disability.
 - Manage and support graduate teams (Apprx. 300+)
 - Knowledge of canine behavior, temperament and health.
 - Monitor Public access expirations and provide opportunities for graduates to renew certification.
 - Provide timely phone and email support to graduates, as needed.
 - Schedule yearly follow-up trips to areas of graduate clusters or anywhere where needed.
 - Organize and administrate yearly graduate seminar.
 - Assist graduates with decisions to retire dogs and application for successor dog.
 - Monitor and ensure an adequate supply of graduate equipment.
 - Organize and administrate detailed record keeping.
 - Prepare program database and discover reports.
 - Train apprentice instructors how to organize and conduct follow-up visits.
 - Conduct applicant outreach as needed as directed.
- Participate in meetings with supervisors and regional client staff to develop and coordinate program developments with company goals and objectives.
- Provide disability education to staff by scheduling speakers, sharing articles, etc.
- In conjunction with the National Program staff, develop annual, regional placement objectives and follow up goals.
- Oversee the selection of dogs for each class and the organization of each Team Training class.
- Working with the development department, represent CCI and the region through interviews, tours and presentations.
- Provide monthly updates and yearly reports on progress towards placement objectives and follow up goals.
- Be accountable not only for direct responsibilities outlined in this job description but also to serve fellow staff and other constituents with whom position interacts. Ensure actions and communications follow core values.

REQUIRED CHARACTERISTICS

- Ability to perform several tasks concurrently, time management and organizational skills.
- Ability to coordinate, network and motivate staff, volunteers and clientele.
- Ability to communicate and assist applicants and maintain confidential information.

- Ability to complete necessary paperwork and meet deadlines.
- Experience with public speaking, and disability awareness and sensitivity.
- Familiarity with dog training and animal health.

EXPERIENCE: Proven experience in management and customer service.

EDUCATION: College degree or equivalent

LICENSES: None

WORKING CONDITIONS: General office conditions apply. The noise level in work environment is usually quiet to moderate. The employee will work outdoors and indoors performing training and administrative duties. Travel and weekend work are required.

SAFETY HAZARDS: Campus and offices subject to working with and around service dogs and other campus animals.

This job description does not list all the duties of the job. You may be asked by supervisors or managers to perform other instructions and duties.

You will be evaluated in part based upon your performance of the tasks listed in this job description. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.