

Guide Dogs of America

Job Opening: Director of Service Dog Program

Location: Sylmar Ca. 91342

Benefits: Medical, Dental, Vision, Life, Pension Plan and 401K.

Reports To: Director of Programs

Direct Reports: Training Managers North/South, Service Dog Client Services Manager

Job Purpose: Oversee the success and development of GDA/TLC's service dog program

Essential Functions:

- Responsible for ensuring that all training needs meet the organization's expectations and maintain consistency across prison training programs
- Ensure service dog program, including curriculum, class instruction, follow-up contact with graduates, remains in compliance with current ADI standards
- Oversee and track all service dog trainers' qualifications and continuing education
- Regularly evaluate/test dogs for selection in service dog program and class selection
- Oversee client service interviews, assessments, and follow-up visits
- Participate in the client Selection Committee process
- Ensure adequate staffing and scheduling for all service dog classes
- Work closely with Director of Programs and Assistant Director of Programs to develop, support and grow the service dog program and enhance the mission of the organization
- Establish and maintain relationships with leadership partners, including prison training program partners
- Work closely with Prison Administration to ensure the program is supported and needs and requests are met in order for the program to be successful
- Process biweekly timecards, approve time off requests, complete yearly performance evaluations, and manage daily performance of direct reports
- Work within a prison environment; pass a prison background check; adhere to prison policies/procedures
- Working nights, weekends and travel required
- Other duties as assigned

Essential Physical Requirements:

- Stand, walk long distances indoors and outdoors in all weather conditions
- Push, pull, reach overhead, bend to the floor, squat, stoop
- Ability to lift up to 60 pounds; must possess the physical strength to lift healthy, potentially strong, large breed dogs
- Ability to exert 20 to 50 pounds of force including pushing or moving objects
- Ability to handle and control a large breed dog
- Ability to wear protective gear including masks, gloves, goggles, boots
- Visual acuity required to see and read dog's reaction to environment and distractions, ability to read forms, documentation, and computer screen
- Hearing ability required to interact with dogs, trainers, students, graduates, and volunteers

- Ability to tolerate elevated noise levels – barking dogs

Qualifications:

- 18+ years of age
- Valid driver's license and insurable
- High school graduate or GED
- Bachelor's degree preferred
- Minimum 5 years' experience training and placing service dogs
- Management experience preferred
- Proficient in Microsoft 365, SharePoint, Outlook, Excel; experience with CRM database management programs such as Salesforce preferred
- Strong written and verbal communication skills
- Attention to detail and accuracy
- Planning, time management, prioritizing and organization skills
- Excellent presentation, teaching and public speaking skills
- Work well as part of a team and in a team environment

Qualified applicants please send cover letter and resume to kdwallace@guidedogsofamerica.org