**Mission:** To follow the job responsibilities to the highest degree of ethics and integrity to achieve the KSDS Assistance Dogs, Inc. mission of providing professionally trained guide, service and facility dogs for people in need of a canine partner to enhance their independence, to fully function in society and/or to enrich their professional career responsibilities with the ongoing support of our trainers to ensure proficient working partnerships.

**Supervision:** Reports to the CEO who reports to the Board of Directors

**General Job Responsibilities:**
- Maintain accurate and confidential records which are pertinent to KSDS Assistance Dogs, Inc.’s success
- Remain current and updated on disability issues and ADA guidelines
- Participate in required continuing education (CE) programs approved by the KSDS Assistance Dogs, Inc. Board of Directors, and/or the CEO
- Sign a “Do Not Compete” statement with KSDS Assistance Dogs, Inc.
- Provide quality service to KSDS Assistance Dogs, Inc.’s students and their families
- Agree to maintain a continuing commitment to confidentiality, courtesy, and professionalism

**Specific Job Responsibilities: Office Assistant**
- Answer the phone and either take messages or direct calls to appropriate staff
- Greet guests and directs them to other campus locations as needed
- Open day to day mail, process paperwork and prepare outgoing mail as needed
- Assist in the preparation of bulk mailings
- Coordinate and schedule tours; relay information to appropriate staff
- Order supplies for the office, inventory and maintain first aid kits upon request
- Prepare the bank deposits
- Learn how to use Matchmaker including but not limited to the following: inputting information, downloading reports, and running queries
- Other duties as assigned, such as coordinating volunteers, arranging meals for class, creating and updating an office-wide calendar, and modifying KSDS Fact Sheets

**Specific Job Responsibilities: Client Services**
- Screen calls, emails, and personal inquiries from those interested in an assistance dog application and record all inquiries
- Send out application forms to prospective students in a timely manner
- Process returned application forms, ensuring that they are complete and include all necessary references and the $25.00 application fee
- Work with the selection committee to determine acceptance or non-acceptance of applicants. Notify the applicant of the decision in a timely manner.
- Maintain an up-to-date list of all applicants, including the application number and the date in which the final application documents were received
- Compile and organize application materials and start client files for each approved applicant
Specific Job Responsibilities: Hills Dog Food Program
All KSDS puppy raisers and graduates receive dog food from Hill’s Pet Nutrition for the life of the dog. The food is coordinated through KSDS and delivered to each individual recipient’s home.

- Coordinate and maintain records relevant to the Hills Dog Food Program
- Correspond with representatives of Hill’s Pet Nutrition to arrange food shipment
- Complete and submit all paperwork for changes that need to be made
- Provide excellent customer service to puppy raisers and graduates who receive Hill’s food

Specific Job Responsibilities: Career Change
Dogs who are not a good fit for an area of service and are not taken back by their puppy raiser are career changed. Career change dogs are adopted out to members of the general public via an application process.

- Process applications as received for a career change dog
- Send an application if one is not included with their request and follow up with a letter notifying them when their complete application is on file
- Keep a list of received applications, including pertinent required information
- If a dog becomes available for career change, review applications for the best fit based on both the dog’s personality and the needs of the applicant
- Notify the selected applicant and coordinate the adoption of the career change dog
- Maintain up-to-date vet records before placement, including spay/neuter, vaccinations, worming, and other maintenance treatments the dog receives before placement
- Complete a signed copy of an adoption agreement with the person adopting the dog. Keep one copy for KSDS’ files and give the adoptee a copy of the agreement.
- Take an exit photo (full body) of the dog for the dog’s file at KSDS: include adoption agreement, make a career change file, and include a summary sheet
- Arrange to meet applicant to introduce him/her to the dog
- Remove applicant’s name from the career change list after a dog has been placed with him/her

Knowledge, Skills and Abilities:
- High School diploma preferred or equivalent work experience
- Exceptional people skills and pleasant demeanor towards co-workers and the public
- Must have strong communication and organizational skills
- Must display competence using Microsoft Office applications (Word, Excel, Outlook, etc)
- Must be detail-oriented and have a commitment to accuracy
- Willing and able to meet various deadlines throughout the course of the year
- Possess some knowledge of the workings of a nonprofit organization
- Must have a valid driver’s license

Job Specifications:
- This position is a full-time position, work location is the KSDS administration building
- The time commitment is from 8 AM to 5 PM Monday through Friday. Compensatory Time is available.

The above statements are intended to describe the general nature of work being performed in this position. The description is not intended to be an all-inclusive list of responsibilities, duties, and requirements for personnel in this position. KSDS Assistance Dogs, Inc. reserves the right to change or modify the duties and essential functions of this position at any time.