

Puppy Program Coordinator

Location: Sylmar

Job Purpose: Manage the volunteer Puppy Raiser population, including Puppy Raiser recruitment, orientation and support, puppy placement, communication with program departments, increasing public awareness, and supporting Area Leaders.

Essential Functions:

- Maintain adequate supply of carefully screened Puppy Raisers who will maximize the success of puppies in the program. This includes continual recruitment of Puppy Raisers, handling inquiries from potential Puppy Raisers, reviewing incoming applications, and conducting or delegating interviews, assessments and home screenings to determine suitability as a Puppy Raiser.
- Develop and hold orientations for all Puppy Raisers prior to receiving their puppy
- Onboarding new volunteer Puppy Raisers, placing puppies and coordination of puppy pick up day.
- Provide Puppy Raisers with follow-up and supplemental information via newsletters, emails, social media and/or phone calls to ensure they have adequate information and understanding of GDA Puppy Raiser responsibilities and GDA Puppy Raising guidelines
- Re-home dogs to appropriate homes as needed in collaboration with Canine Development Manager
- Coordination and training of Area Leaders, including plan and conduct a yearly Area Leader training
- Attend monthly Puppy Raiser meetings on a regular rotation
- Coordinate, schedule, and attend regular fundraising, public speaking events and community outreach
- Maintain accurate up to date records of Puppy Raisers in database management programs including Salesforce and Cornerstone
- Manage and handle puppy sitting requests in emergency situations
- Handle and plan the IFTs including catering, certificates, and notices regarding which career track the dog will be selected for
- Attend graduations, notify Puppy Raisers of dogs graduating in a timely manner, hold a meeting prior to graduation with Puppy Raisers with dogs graduating, prepare certificates
- Notify Puppy Raisers of dogs being career change, track change, retired and deceased
- Manage inventory of supplies for department
- Travel, nights and weekends required
- Other duties as assigned

Essential Physical Requirements:

- Ability to stand and walk for extended periods of time, indoors and outdoors in all types of weather
- Ability to bend and kneel to the floor for extended periods of time

- Ability to lift 50lbs., and up to 80 lbs. with assistance; 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 push, pull, and reach overhead
- 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, and volunteers
- Ability to tolerate elevated noise levels - barking dogs
- Working in a kennel environment with multiple dogs
- Interactions with all types of people/personalities

Qualifications:

- 18+ years of age
- Valid driver's license and insurable
- High school graduate or GED; Bachelor's degree preferred
- Management experience preferred
- Multi-tasking and organizational skills a high priority
- Experience recruiting and managing high volume of volunteers highly desired
- Basic understanding of canine behavior and health care
- Strong interpersonal communication skills
- Excellent presentation, teaching and public speaking skills
- Strong written and verbal communication skills
- Ability to work independently and meet deadlines
- Working knowledge of Microsoft 365 (Outlook, Excel, Word), SharePoint, Cornerstone, and experience with CRM database management programs such as Salesforce preferred
- Work well as part of a team and in a team environment

**Qualified candidates please send cover letter and resume to:
kdwallace@guidedogsofamerica.org**