Summit Assistance Dogs is a nonprofit organization, headquartered on Whidbey Island, Washington, that creates life-changing partnerships by providing highly-skilled mobility service dogs for people living with disabilities. We are seeking a qualified Client Services Coordinator to join our dynamic team. Learn more about Summit Assistance Dogs at www.summitdogs.org.

Position Description: The primary responsibilities for this position include coordinating the application process for clients wishing to acquire an assistance dog, maintaining communication with applicants and graduates, coordinating follow-up support for working teams, and providing community outreach for the purpose of education and client recruitment.

Reports To: Executive Director

Pay Range: $18-$20 per hour
Hours: Part-time, 16-20 hours per week
Benefits: Sick leave and family/medical leave

Key Areas of Responsibility:

Applications

- Respond to initial inquiries from potential applicants and determine their eligibility to apply for an assistance dog.
- Send, receive, and process applications for service dogs.
- Interview and screen applicants.
- Coordinate on-site assessments of applicants with trainers and candidate dogs.
- Maintain contact with approved applicants throughout their waiting period and keep records current.
- Communicate with clients prior to and during team training, and provide them with instructional material, forms, etc.
- Ensure that web content regarding the application process is kept current.
Graduates

- Maintain regular contact with Summit graduates to ensure their records are current and their support needs are met.
- Coordinate, together with trainers, the annual public access testing for certified service dogs and their partners.
- General communication with clients regarding participation in events, fundraising, media opportunities and other community outreach opportunities.

Community Outreach

- Answer public inquiries as requested about service dogs and the Americans with Disabilities Act.
- Provide presentations to various groups for the purpose of education and client recruitment.

Desired Skills and Attributes:

- Experience working with people living with disabilities, specifically those with mobility disabilities.
- Knowledgeable about the types of conditions that Summit provides service dogs for.
- Knowledgeable about the Americans with Disabilities Act.
- Self-motivated with ability to work with minimal supervision.
- Friendly, outgoing, customer-service oriented.
- Excellent organizational and record keeping skills.
- Pleasant telephone demeanor.
- Team player with the ability to communicate effectively, both verbally and in writing, with other staff, volunteers, clients, donors and the public.
- Ability to work well under pressure and prioritize multiple projects and tasks.
- Ability to exercise discretion and maintain client and employee confidentiality.
- Flexibility to work a varied schedule, including occasional weekends.
- Valid Washington State driver’s license and ability to travel within the greater Puget Sound region.

Reports To: Executive Director

Pay Range: $18.00 - $20.00 per hour

Hours: Part-time, 16-20 hours per week

Benefits: Sick leave and family/medical leave

How to apply: Email cover letter and resume to info@summitdogs.org.