

# EYES EARS NOSE AND PAWS (EENP)

## ROLE EXPECTATIONS

### Client Services Specialist

#### THE BOTTOM LINE

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#### YOU'RE THE CEO OF...

*the health and well-being of our client-dog teams*

#### YOUR AREAS OF RESPONSIBILITY

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**Potential Client Relations (~10%):** *Cultivate new members of the client community so that we always have enough clients on our waiting list to make amazing placements with our graduating dogs.*

- Generate interest in placements through a variety of outreach channels, with attention to attracting interest from a racially and economically diverse population.
- Engage appropriate potential clients by managing prompt follow-up to inquiries and application requests.
- Manage interview and follow-up process for your assigned clients.

**Placement Support (~80%):** *Support and nourish existing members of the client community to maximize success of their partnerships.*

- Own your assigned role on each Client Team Training (CTT) team.
- Set the stage for successful placements through attention to pre-CTT tasks and client preparation (for instance, meet & greets, home visits, and supportive communication about expectations).
- Offer loving guidance for all your assigned teams from placement through retirement.
- Provide intensive top-quality care for your assigned first year clients, moving their placements to success as quickly as possible.
- Assess all your assigned teams at minimum annually to ensure teams are maintaining EENP standards and identify teams needing additional help for more success.
- Support your assigned teams with training, resources, and community engagement, not just at clients' request but with proactive attention to teams identified as needing help.
- Coordinate engagement of dog training team where needed to resolve team performance problems.
- Maintain your knowledge of disabilities, including technical knowledge about conditions EENP can provide placements for and working knowledge of how those conditions interface with placements.

**Dog Training (~10%):** *Participate in dog care and training to support successful placements.*

- Client Services Specialists usually fulfill this responsibility through furlough training of grad dogs but in certain cases this can be fulfilled by participating in other ways.
- Work with a variety of dogs to develop and maintain an ability to categorize dogs by skill and personality, and effectively match grad dogs with clients.
- Develop personal knowledge of training techniques to identify and solve issues client teams face.
- Become fluent in EENP training techniques and expectations to ensure dogs are ready for successful placements by assisting in finishing training and communicating with the training team on how grad dogs' progress matches with current client needs.

**Community Building (time built into all areas of work):** *Seek out opportunities to connect people and build community in order to feed the heart of EENP's work.*

- Become an awesome storyteller who surfaces and shares the power of EENP's placements at every opportunity.
- Foster opportunities for connection among clients before and after placement.
- Connect clients with the larger EENP community (for instance, by encouraging client participation in community events, seeking out opportunities to involve clients in ABEL, and cultivating volunteer engagement in client recruitment and support).

**Documentation (time built into all areas of work):** *Ensure records always reflect reality so that the entire organization can support our teams.*

- Document activities, communications, and team progress for client services.
- Track and measure outcomes for placed teams.
- Work with the Client Services Team to assess and adjust to support effective delivery of services.
- Monitor and report on teams' status for aftercare and placement expectations.

**As needed:** *Flexibly support the organization in other areas, as needed.*

- Help with supervision and management of interns and work release trainers.
- Provide backup for answering incoming calls.

## **THE APPROACH**

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*Attitude and approach matter more than experience! These approaches exist on a spectrum and you may identify with each of them to different degrees, but as a whole these four mindsets will set you up for success in this job.*

### **YOU ARE DEEPLY INTERESTED IN PEOPLE**

You genuinely enjoy relating to people from a wide variety of backgrounds, and you naturally make people feel like they belong. You are empathetic and build rapport and trust with others. Clients believe you care about their success. You approach relationships from a place of enthusiasm, not need, and you understand that clean boundaries and loving accountability are critical to healthy relationships. You are able to invest in and care for clients' success without needing clients to like you.

### **YOU ARE NOT AVERSE TO CONFLICT**

You don't seek out conflict but neither do you avoid it. You understand that differences in approach and opinion are a sign of diversity and an opportunity for growth. You aren't afraid to offer an opposing view and are open to differing perspectives. When conflict arises, you are able to work through it without shutting down. You are willing to hold people to standards even if it involves conflict.

### **YOU TAKE FULL OWNERSHIP OF YOUR WORK**

You care deeply about getting results in your realm, and you do what it takes to get them. This includes paying attention to the details, anticipating problems, offering your vision for better results, brainstorming creative solutions, driving your work forward on schedule, communicating when you aren't able to meet deadlines, and course-correcting when needed. You are able to admit your mistakes, identify where you are struggling, and clearly ask for specific support when you need it.

### **YOU ORIENT TO SUCCESS**

You believe success is possible! You look for the positive potential in a situation and focus on guiding yourself and others to it. You spotlight success – your own and others' – when you see it. You capably set goals, prioritize, strategize, and look for more efficient ways of doing work. You are able to see both the trees and the forest – meaning you pay attention to the details without losing sight of the larger vision. You are not a Pollyanna; you understand that anticipating obstacles and addressing them proactively is a part of success.

## CLASSIFICATION, BENEFITS, AND OTHER DETAILS

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- Reports to Program Director
- Full-time, non-exempt position
- Hourly; starting wage budgeted at \$15.75/hour
- Paid time off accrued monthly at an initial rate of 20 days per year
- Health insurance offered with a 50% premium subsidy
- Drivers license is strongly preferred for occasional client home visits using EENP vehicle
- Work schedule is generally weekday/daytime but at times evening and weekend work may be required
- Position can accommodate some flexibility in work schedule, with approval of supervisor
- In the next year, EENP will be moving to a permanent home in Hillsborough
- Currently, work is approximately 40% remote; when working in-person we are masked
- The health and safety of our staff and clients are a priority for EENP and our staff are vaccinated for COVID-19 and flu; If hired, applicant will need to provide proof of vaccination or have a valid medical or religious reason not to be vaccinated
- As health and safety concerns related to the pandemic can be adequately addressed, EENP will be moving back to primarily in-person work
- Post-pandemic, this position can accommodate some remote work subject to approval of supervisor, but cannot be fully remote

## TO APPLY

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Applications will be accepted at least until 10/11/21 and after that on a rolling basis until the position is filled.

To learn more about EENP, visit our website at [eenp.org](http://eenp.org). *If you have questions* about the position or employment with EENP, email your questions to [employment@eenp.org](mailto:employment@eenp.org) and we will respond as quickly as possible; however, we are unable to respond to inquiries about the position until after 10/4/21. Please understand that we are receiving a heavy volume of applications and response may not be immediate. Do not stop by our office.

*To apply*, send a **pdf** of your cover letter and resume by email to Deb Cunningham, Program Director, at **[employment@eenp.org](mailto:employment@eenp.org)** with "Application for Client Services Specialist position" as the subject. Alternately, you may apply through our Indeed job posting; if you do this, please do not duplicate your application to the email address. We will notify each applicant when the status of their application changes.

EENP does not discriminate on the basis of race, color, religion, sex, age, sexual orientation, gender orientation, national origin, veteran's status, or disability. Applicants with lived experience in one of our constituent communities are particularly encouraged to apply.

Statistics show that women and members of marginalized or underrepresented groups apply to jobs only if they meet 100% of the qualifications. ***We encourage you to break that statistic and to apply. No one ever meets 100% of the qualifications.***