



Pittsburgh Area Volunteer and Administrative Manager

Warrior Canine Connection – Pittsburgh, Pennsylvania

Warrior Canine Connection has an immediate opening for Pittsburgh Area Volunteer and Administrative Manager at our Pittsburgh, Pennsylvania location on Duquesne University's campus. If you are a passionate about working with volunteers and have great people and administrative skills, this just might be your dream job!

Warrior Canine Connection is a nonprofit organization with a unique and highly effective service dog training model we call Mission Based Trauma Recovery. In short, active-duty Service Members and Military Veterans with combat related stress are engaged to help us train Golden Retrievers and Labradors to be service dogs. By learning to train service dogs, these Warrior Trainers are given a chance to develop practical skills such as patience, positive reinforcement, emotional regulation, and effective communication skills, while simultaneously helping to prepare the dog to assist a fellow injured Veteran in the future. Our service dogs learn up to 90 commands during a comprehensive, two-year training process. After those two years of training, the dogs are professionally matched with a disabled Veteran who has mobility impairments or psychological injuries.

As a WCC Volunteer and Administrative Manager, employee will work with the Pittsburgh Area Program Manager in support of all aspects of the Pittsburgh area daily operations, program delivery and implementation, including planning, scheduling, documentation and data entry, supporting the training of dogs and Veterans, internal and external communications, volunteer supervision, recruiting and onboarding, as well as assisting with strategic initiatives, community outreach, and development support as needed. The Employee is expected to work collaboratively and perform all duties and responsibilities in a timely and professional manner.

This is a full-time position with occasional weekend/evening hours.

This is a job that will truly make a difference in the world, and in the lives of the individual Veterans and Service Members we work with every day.

What the job involves:

A. Program Coordination:

- Support all aspects of program delivery and implementation for all existing and new programs operated through the WCC Pittsburgh site location, including all necessary planning, scheduling, data entry/documentation, recordkeeping, communications, and volunteer supervision.
- Maintain regular communication with WCC leadership, volunteers, clinical site staff, Pittsburgh area representatives, Duquesne University representatives, and other stakeholders.
- Analyze potential opportunities for program expansion, make recommendations to WCC leadership, facilitate new relationships, cultivate existing relationships, and execute approved plans.
- Work with leadership to ensure program efficacy, quality, and consistency. Communicate program information, maintain accurate records, and report on Key Performance Indicators as requested.
- Identify opportunities for program, administrative, and operational improvements, recommend appropriate modifications and document best practices.



- Work collaboratively with WCC's Development and Communications team and assist the Director of Development to support and enhance fundraising, outreach, and community activities in the Pittsburgh area.
- Help organize WCC's semi-annual celebrations and other community events as needed.
- Assist with recruiting, onboarding, and training new volunteers.
- Create schedules and program assignments that meet staff and organizational needs, ensuring program efficacy, professional development, job satisfaction, and achievement of KPI goals.
- Ensure compliance and establish policies with community partners.
- Network, with all community partners to increase referral base and develop collaborative working relationships.
- Share in representing WCC at Duquesne and Team Foster events, arranging for Service Dogs in Training (SDiTs) and or Puppy Raiser (PR) to be present.

B. General:

- Maintain a clean, safe environment for the dogs and humans at the program site.
- Comply with or exceed Assistance Dog International standards and ethics.
- Participate in staff meetings, professional development and community awareness activities.
- Participate in programs, training, and supervision as required by WCC or the host facility rules.
- Maintain detailed records, enter data, and complete required forms and reports in a timely manner and enter all relevant information in Salesforce.
- Identify, locate, or create SOP documents for operational tasks relevant to remote sites. Update the onboarding documents with viable links.

C. Mission Based Trauma Recovery:

- Communicate regularly with the Assistant Director of MBTR, Director of Service Dog Training Programs and other WCC leaders, including the Executive Director, regarding program execution, potential improvements, opportunities, challenges, questions and other topics related to WCC programming.
- Coordinate with any Pittsburgh Area Program Liaisons and host facility point of contacts (if applicable) to ensure compliance with HIPAA, patient goals, research guidelines, medical record requirements, facility regulations and shared program goals.
- Groom and care for dogs in accordance with Assistance Dogs International and WCC standards and best practices.
- Coordinate with Puppy Raisers to identify dogs needed for MBTR sessions and arrange transportation and on-site support.
- Assist in onboarding new Puppy Raisers and Puppy Sitters, including communication, training schedules, and adding them to GroupMe and email lists.

D. Canine Health and Puppy Parent Communications:

- Ensure that routine evaluations of service dogs-in-training are completed and recommendations for appropriate placement are communicated to Director of Service Dog Training Program.
- Maintain and monitor supplies and equipment for service dogs-in-training and inform



designated supply coordinator, when additional supplies and equipment need to be ordered. Maintain an inventory of equipment (collars, harnesses, crates, vests, etc.).

- Communicate any emergency canine health problems directly to the Director of Dog Programs and Director of Service Dog Training Program as soon as they are identified.
- Ensure WCC dogs-in-training receive monthly flea, tick and heartworm preventatives and any other medications prescribed by a veterinary care provider or Director for Dog Programs and prepare and distribute monthly preventative medications.
- Transport program dogs, as directed, to receive veterinary care and provide support for exams such as eye and cardiac checks.
- Assist in coordinating Puppy Parent and volunteer classes in accordance with the schedule and according to the WCC training manual.
- Communicate with Puppy Parents regarding schedules, proper handling and care of the dogs, and ensure they complete and submit monthly reports.
- Communicate with Puppy Parents and WCC Directors regarding problem behaviors and training progress.
- Enter data and complete required forms and reports in a timely manner.
- Manage Puppy schedules, including changes and ensuring sitters have the proper equipment and supplies.
- Track vaccination needs and communicate with Puppy Raisers about appointments.
- Keep attendance for Puppy Raiser and Puppy Sitter classes and follow up with volunteers who are missing required sessions.
- Create schedules for exclusive Puppy Sitter classes.
- Contribute to the weekly email update with training sessions, MBTR sessions, wags and welcomes, and reminders.

E. Other

- Periodically represent WCC at donor and partner's collaboration events, participate in presentations to highlight WCC's mission.
- Represent WCC in a professional manner, build and maintain positive relationships with coworkers as well as individuals, community groups, government representatives, contractors, volunteers, and organizations that support WCC and/or wounded Warriors and their families.
- Position is on site at Duquesne University office and sometimes other locations around the Pittsburgh area. This is not a remote position.
- Travel to WCC Healing Quarters in Boyds, Maryland is required annually at a minimum.
- Maintain valid driver's license and reliable transportation.
- Other tasks consistent with the above, as assigned.

Required Experience, Skills, Background

- Bachelor's degree in Nonprofit Management, Business Administration, or a related field; equivalent combination of education and relevant experience will be considered.
- Minimum of 3–5 years of experience in volunteer management, community engagement, or program coordination, preferably within a nonprofit or human services setting.
- Demonstrated experience recruiting, training, and supporting volunteers; ability to foster engagement and build community among diverse groups.



- Proven administrative and organizational skills, including recordkeeping, scheduling, and managing multiple priorities with attention to detail.
- Strong written and verbal communication skills, with the ability to represent the organization positively to volunteers, community partners, and the public.
- Ability to work both independently and collaboratively as part of a mission-driven team.
- Commitment to Warrior Canine Connection's mission of serving Service Members and Veterans through the Mission Based Trauma Recovery (MBTR) model.
- Flexibility to work occasional evenings or weekends to support events or volunteer activities.
- Valid driver's license and reliable transportation for local travel between program sites and community events.
- Proficiency with Microsoft Office Word, Excel, and PowerPoint, and the like.
- Commitment to the highest standards of professionalism.

Desired Experience, Skills, Background

- Experience working with or supporting Service Members, Veterans, or military families.
- Public speaking experience.
- Experience with Customer Relationship Management (CRM) systems such as Salesforce.
- Familiarity with animal-assisted therapy, service dog training, or other canine-related programs.
- Background in trauma-informed care or mission-based recovery models.
- Experience coordinating volunteers across multiple sites or in partnership with community organizations.
- Knowledge of nonprofit operations, community outreach, or event coordination.
- Skill in developing volunteer recognition and retention strategies.
- Experience tracking volunteer data, metrics, and impact reporting.

Compensation and Benefits:

Exceptional compensation package including salary, medical, dental, and retirement benefits for full-time employees.

Salary: \$47,000-52,000/year

To Apply:

To apply for this position, please provide a cover letter and resume to HR@warriortcanineconnection.org with the subject: *"Pittsburgh Area Volunteer and Administrative Manager."*

Warrior Canine Connection is an equal opportunity employer. All qualified applicants will be considered without regard to race, color, religion, sex, age, national or ethnic origin, disability, or any other characteristic protected by law.