

## **MUTTVILLE** senior dog rescue



**Position Title:** Pack Leader  
**Classification:** Part-time, non-exempt  
**Posting Date:** July 2021  
**Start Date:** October 4<sup>th</sup>, 2021

Muttville Senior Dog Rescue is an active non-profit organization based in San Francisco. We operate a cage-free shelter, along with a robust foster program, and pride ourselves on redefining the standards of humane shelter care. It is our goal to save over 1,000 dogs each year, and beyond that, our mission to change the public's perception of who senior dogs are and what their unique role in our lives can be. We are a team-oriented organization with a positive attitude when it comes to helping animals and working with our community. We work in an energetic and upbeat atmosphere that embraces diversity, teamwork, and self-development all while providing lifesaving and matchmaking services to senior dogs and humans alike.

### **Position Summary**

Muttville's staff team of Pack Leaders are ultimately responsible for the daily care of our senior mutts, upkeep and cleaning of Muttville headquarters, and for creating positive interactions with our community. To achieve this important work, this position leads, supports, and works closely with volunteers. The goal is to create relationships and experiences that inspire volunteers to grow their skills and contributions, and to reliably come each week. We are able to save the lives of so many senior dogs due to the trust, involvement, and support of our volunteers, and this role serves to develop, maintain, and enhance our community's engagement with our mutts and at HQ. This role works closely with the Dog House Manager and is ultimately responsible for ensuring that each volunteer experience with Muttville is rewarding and that our volunteer teams have the information and guidance they need to be successful on each shift.

The preferred applicant has a flexible schedule and demeanor, is comfortable leading and retaining a team of passionate volunteers, is comfortable working with dogs of varying temperaments, is dedicated to providing excellent customer service, and is highly committed to keeping our facility clean and organized. The ideal candidate is a team player who is people-oriented, adaptable, reliable, and has excellent communication and organizational skills. Above all, we are looking for a person whose passion aligns with saving senior dogs in a fast-paced, fun, team-oriented environment.

### **People Care**

- Develop and support a team of volunteers and lead through this team to accomplish daily tasks and support Muttville's life saving mission.
- Foster a culture of teamwork, collaboration, fun, and professionalism with our team and volunteers.
- Implement effective strategies to retain volunteers.

- Orient and facilitate continuous training of volunteers to increase their understanding of Mutttville and the roles and responsibilities of HQ volunteers.
- Provide feedback and guidance to volunteers regarding safety protocols, and model safe work practices.
- Welcome guests to Mutttville's headquarters, assist with client/dog introductions, provide information about the dogs, and assist with adoption or foster matchmaking and placements.
- Collaborate with the Mutt Manager, Dog House Manager, and Director of Veterinary Programs to assure that dogs at HQ receive the proper veterinary care needed.
- Generously accept and acknowledge in-kind donations.
- Facilitate walk-in fosters, adoption returns, and guardian surrenders as needed.
- Provide adopters and foster parents with take-home food, medications, and instructions.
- When working weekends or special events, assist with adoption, foster, and volunteer management as needed.

### **Canine Care**

- Oversee the preparation and provision of food, water, and bedding for all mutts staying at HQ.
- Oversee the medicating of dogs as prescribed by the DVM and thorough recordkeeping of treatments provided.
- Lead the volunteer team in cleaning, disinfecting, and maintaining the dog areas at Mutttville's headquarters, following established disease control protocols.
- Monitor dogs and report health or behavioral abnormalities.
- Assist with the fitting and labeling of collars/harnesses, and ensure the dogs wear the appropriate equipment at the appropriate times.
- Ensure our mutts have adequate and clean bedding at all times.
- Facilitate dog introductions, ensuring safe and comfortable cohabitation groups.
- Ensure mutts are clean, bathed, and groomed as needed.
- Assist with foster drop offs and handoffs.
- Practice and encourage the humane treatment of dogs, using only positive reinforcement methods of training.

### **Facility Care**

- Work with your volunteers so Mutttville is always visitor-ready. This includes making sure our animal areas, workspaces, public areas, and storage areas are always clean, organized, and sanitary.
- Inspect shelter property for needed cleaning, repairs, and maintenance daily in order to ensure everything is addressed in a timely and thorough manner.
- Oversee inventories and proactively communicate with the Dog House Manager when shelter, volunteer, and dog care supplies and equipment need replenishment or maintenance.
- Organize in-kind donations and coordinate donation pick-ups with neighboring rescue partners in order to manage donation amounts with minimal waste.
- Ensure a safe work environment, follow all safety guidelines, and take immediate action to address safety concerns that could put a staff member, volunteer, client, dog or the organization at risk.

### **Customer Service**

- Ensure all clients, colleagues, volunteers, fosters, and animals receive the highest level of service, care, and compassion.
- Represent Mutttville in a positive, professional, and courteous manner at all times.
- Practice discretion with sensitive information regarding clients, volunteers, fosters, and our dogs. Remain calm and reserve judgement in difficult situations.

- Help create and promote a welcoming and supportive environment and proactively engage with adopters, volunteers, and donors to ensure they feel the Muttville Magic and have positive experiences.

### **Teamwork**

- Consistently display great teamwork, taking the time to make positive relationships with other team members a priority and demonstrate genuine passion and commitment toward the team. Come to work with the commitment of giving 110% and expect others on the team to do the same.
- Provide back-up support and coverage for team members as-needed.
- Proactively communicate with team members to ensure everyone is informed and working from the same page and in a consistent manner. This includes communicating with team members and welcoming feedback.
- Perform other duties as assigned and oversee and execute any deliverables outlined by the Dog House Manager.

### **Position Requirements**

#### **Experience**

- Previous customer service experience required.
- Previous dog care and/or training experience preferred but not required.
- Previous experience as a volunteer preferred.
- Experience supervising employees or volunteers preferred.
- Experienced delegator preferred.

#### **Knowledge, Abilities, and Skills**

- Personable and friendly relationship builder, driven to establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Team player, able to work in a busy and demanding work environment, embrace and foster change, multitask, and regularly demonstrate flexibility and a positive attitude.
- Ability to demonstrate strong customer focused skills.
- Strong ability to delegate tasks and roles to volunteers, and oversee their work to assure achievement.
- Highly motivated to save as many dogs as possible with the ability to problem solve and thrive with limited time and resources.
- Ability to handle calmly and efficiently situations ranging from routine to emergency.
- Solid computer skills and database experience.
- General knowledge of dog behavior and care, and comfort working with various kinds of dogs in a safe and responsible manner. Commitment to positive reinforcement handling and training methods required. Further educational opportunities will be made available.

#### **Physical Requirements**

- Work is performed at Muttville headquarters, which includes areas where dogs live and are cared for, office spaces, stairs, and outdoor locations, as well as at offsite event locations.
- Regular exposure to free-roaming office and headquarters dogs with limited alternatives available.
- Physical stamina required, with the ability to regularly bend, reach, kneel, crouch, climb stairs and uneven surfaces, stay on your feet for long periods of time, and lift up to 50 pounds. A large portion of this position is cleaning alongside volunteers.
- Subject to dog bites and scratches while handling dogs.
- Requires ability to speak clearly and loudly to groups inside, outside, in small and large spaces.
- Exposure to disinfectant solutions.
- Must be vaccinated against Covid-19 or willing to get vaccinated within the first month of employment.

**Salary and Benefits:**

- The starting salary for this position is \$21.50 per hour
- This is a part-time, non-exempt position.
- Work schedule includes weekend work, some mornings and/or evenings, and holidays as-needed or required.

**Reports to:**

- Dog House Manager

**TO APPLY:**

- Send you cover letter and resume to [jobs@muttville.org](mailto:jobs@muttville.org), as well as information about your work schedule flexibility or requirements.