



Position Title: Pack Leader

Classification: Part-time, non-exempt

Posting Date: August 2024

Start Date: ASAP

TO APPLY: Send your cover letter and resume to jobs@muttville.org, as well as information about your work schedule flexibility or requirements.

About Muttville:

Muttville is a dynamic non-profit organization that has created a new paradigm for animal rescue. Because senior dogs are the most at-risk in the shelter ecosystem, Muttville was established and became California's 1st animal welfare organization dedicated to supporting senior dogs. Through tireless education and creative promotion, Muttville changed the narrative for older dogs and made them much more desirable. Since its founding in 2007, Muttville has saved over 11,000 senior dogs and counting!

Muttville truly is a happy place for both dogs and people! Rather than utilizing cages, we opened the nation's first cage-free shelter where dogs share communal spaces and can snooze on a couch or interact with other dogs and people. Not only is this more humane, it reduces stress and anxiety. It is also a welcoming and more relaxed environment for visitors to meet a new best friend.

Muttville's adoption program, foster program, on-site veterinary clinic, and hospice program are innovations lauded and emulated nationwide. Our volunteer program enables participants to get closely involved and empowered to make a difference. Muttville also offers interactive and enriching programs supporting local senior citizens and youths.

In Summer 2024, Muttville will move into its new 18,000-square-foot campus in San Francisco's Mission District. The campus will feature an open home-like adoption center, a state-of-the-art veterinary hospital, and many areas for the community to get involved.

Working at Muttville:

We are a team-oriented organization with a positive, "can do" attitude. We are committed to helping animals and working with the community. We encourage team members to be creative and seek innovative solutions to achieve our goals. Muttville's inclusive culture empowers us to connect, grow, and be a part of something special. We value diversity in backgrounds and experiences. We seek to hire and cultivate goal-oriented people who want to make the world a kinder place for dogs and people.

Position Summary

Muttville's staff team of Pack Leaders is ultimately responsible for the daily care of our senior mutts, upkeep, and cleaning of Muttville headquarters, and for creating positive interactions with our community. This position leads,

supports, and works closely with volunteers to achieve this important work. The goal is to develop relationships and experiences that inspire volunteers to grow their skills and contributions and to come each week reliably. Our ability to save the lives of many senior dogs relies on the trust, involvement, and support of volunteers. This role is crucial for developing, maintaining, and enhancing our community's engagement with our mutts and at HQ. The Pack Leaders work closely with the Shelter Manager to ensure each volunteer's experience with Muttville is rewarding and that our volunteer teams have the information and guidance they need to be successful on each shift.

We are seeking a candidate who embodies flexibility, both in schedule and demeanor and excels at leading and retaining volunteers. The ideal applicant is comfortable working with dogs of various temperaments and is committed to delivering exceptional customer service. Maintaining a clean and organized facility is a top priority, and we value a team member who is people-oriented, adaptable and possesses excellent communication and organizational skills. Most importantly, we are looking for someone whose passion aligns with our core values and our mission of saving senior dogs.

People Care

- Develop and support a team of volunteers 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 Muttville 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 Muttville's headquarters, assist with client/dog introductions, provide information about the dogs, and assist with adoption or foster matchmaking and placements.
- 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.
- Collaborate with the vet team to ensure that dogs at HQ receive the proper veterinary care needed. • Lead the volunteer team in cleaning, disinfecting, and maintaining the dog areas at Muttville'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

- Ensure Muttville is always visitor-ready by working with volunteers to keep animal areas, workplaces, public areas, and storage areas clean, organized, and sanitary.
- Inspect shelter property daily for needed cleaning, repairs, and maintenance, addressing any issues promptly and thoroughly.
- Oversee inventories and proactively communicate with the Shelter Director 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 Muttville 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 judgment 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 Shelter Director.

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 ensure 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, as well as comfort in 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 is required, as well as 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 and outside, in small and large spaces. • Exposure to disinfectant solutions.

Salary and Benefits:

- The starting salary for this position is \$30.80 per hour
- This is a part-time, non-exempt position.
 - Work schedule includes weekend work, mornings and/or evenings, and holidays as needed or required.

Reports to:

- Shelter Director

