

MUTTVILLE senior dog rescue



Position Title: Pack Leader

Classification: Part-time, non-exempt

Date: November 2024

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

About Muttville:

Muttville is a pioneering non-profit dedicated to rescuing senior dogs, the most vulnerable in the shelter system. As California's first animal welfare organization focused on older dogs, we've transformed perceptions through education and outreach, making senior dogs highly sought after as loving companions. Since 2007, we've rescued over 12,000 dogs, creating lasting impact every day.

Our joyful, cage-free rescue provides a stress-free environment where dogs relax, thrive, and connect with potential adopters. Muttville's innovative programs—adoption, foster care, veterinary care, and hospice—are celebrated nationwide. Volunteers play a key role, and we engage the community through programs that strengthen bonds between people and animals.

Working at Muttville:

We foster an innovative, team-driven culture filled with optimism and a deep commitment to animals and the community. At Muttville, we encourage creativity, collaboration, and a supportive atmosphere where everyone's contributions are valued. We're dedicated to the well-being and success of both our team and the dogs we serve.

Position Summary

Muttville's Pack Leaders are central to our daily operations, ensuring senior mutts receive exceptional care, the shelter remains clean and welcoming, and every visitor has a positive and memorable experience. The shelter serves as both a safe haven for dogs and a vibrant community hub for supporters, adopters, and advocates.

Success in this role relies on the ability to lead and inspire a dedicated volunteer team to actively support Muttville's mission while maintaining a space that reflects excellence for both dogs and people. Rather than "doing it all," Pack Leaders focus on empowering volunteers to meet the shelter's daily needs, fostering a motivated and reliable team that is vital to saving more senior dogs.

Pack Leaders also oversee the shelter's cleanliness and organization, ensure the well-being of dogs with varying temperaments, and contribute to a culture of positivity, teamwork, and proactive problem-solving. Working closely with the Shelter & Volunteer Engagement Director, this role plays a key part in creating a welcoming and community-focused environment.

The Ideal Candidate

The ideal candidate is a proactive, people-oriented leader with a flexible schedule and a passion for mentoring volunteers. You take initiative to identify needs, solve problems, and elevate both volunteer and visitor experiences. You are reliable, adaptable, and confident working with dogs of varying temperaments. You have excellent organizational and communication skills and are committed to providing exceptional customer service while maintaining an organized, clean, and safe facility. You embrace opportunities to grow, stay current with best practices, and adapt to the dynamic needs of a shelter environment. Above all, you share Muttville's dedication to saving senior dogs and thrive in a fast-paced, team-oriented environment where every day is an opportunity to make a difference.

Key Responsibilities

People Care

- Cultivate a culture of teamwork, collaboration, fun, and professionalism among staff and volunteers
- Lead and inspire a team of volunteers by providing orientation, training, feedback and implementing strategies to retain volunteers by creating meaningful, rewarding experiences and showing appreciation for their contributions.
- Deliver unparalleled care, service, and compassion to clients, colleagues, volunteers, fosters, and animals, ensuring every interaction embodies Muttville's core values.
- Graciously accept and acknowledge in-kind donations, ensuring donors feel appreciated.
- Facilitate walk-in fosters, adoption returns, and guardian surrenders, addressing each situation with empathy and professionalism.
- Equip adopters and foster parents with food, medications, and instructions to ensure successful transitions for the dogs.
- Support adoption, foster, and volunteer management during weekends or special events as needed.
- Safeguard sensitive information with discretion and integrity, maintaining confidentiality and exercising thoughtful judgment when addressing delicate matters.

- Navigate challenging situations with composure, empathy, and a non-judgmental perspective, fostering trust and mutual respect.

Canine Care

- Oversee the preparation and provision of food, water, and bedding for all mutts staying at HQ.
- Oversee the administration of medications as prescribed by the veterinarian and maintain accurate treatment records.
- Collaborate with the vet team to assure that dogs at HQ receive the proper veterinary care needed.
- Lead volunteers in cleaning, disinfecting, and maintaining dog areas, following disease control protocols.
- Observe and report health or behavioral changes in dogs promptly.
- Facilitate safe and comfortable dog introductions and cohabitation arrangements.
- Assist with dog housing and safety protocols, collaborating with stakeholders to ensure dogs receive the appropriate care and support.
- Ensure dogs are clean, groomed, and bathed as needed to maintain their health and adoptability.
- Promote and practice the humane treatment of all animals using positive reinforcement methods exclusively.

Facility Care

- Partner with volunteers and staff to maintain a clean, organized, and welcoming facility that is always visitor-ready, ensuring all spaces reflect Muttvilleville's high standards.
- Conduct daily inspections to identify cleaning, repair, or maintenance needs, and ensure all tasks are completed promptly and thoroughly.
- Work with the team to ensure all items—supplies, equipment, and donations—are properly stored and organized at the end of each shift, fostering a clean and efficient workspace.
- Oversee inventory of shelter, volunteer, and dog care supplies, proactively communicating replenishment or maintenance needs to the Shelter & Volunteer Engagement Director.
- Organize and manage in-kind donations, ensuring they are sorted, stored, and distributed effectively, with minimal waste. Coordinate donation pick-ups with neighboring rescue partners when needed.
- Maintain safety standards by following all guidelines and taking immediate action to address safety concerns that could impact staff, volunteers, clients, dogs, or the organization.

Teamwork

- Embody a collaborative and mission-driven spirit, fostering positive relationships with colleagues and championing solutions to save as many senior dogs as possible.
- Act as a problem-solver by proposing streamlined processes, fostering teamwork, and prioritizing practical solutions for common needs over rare or worst-case scenarios.
- Regularly provide reliable shift coverage during team absences, ensuring smooth operations and fostering a culture of mutual support and shared commitment.
- Foster alignment and shared understanding through open communication, encouraging constructive feedback and collaboration to support team success.
- Understand Muttville's compassionate approach to euthanasia decisions as rare but necessary for safety, quality of life, and organizational responsibility. Share objective observations about dogs' behavior and well-being, and support decisions with empathy and professionalism to foster trust and understanding within the team.
- Bring energy, passion, and a results-oriented mindset to every day, setting an example of dedication and excellence in service of Muttville's goals.
- Take ownership of tasks and deliverables, meeting expectations outlined by the Shelter & Volunteer Engagement Director with professionalism, care, and a solutions-focused approach.
- Support the dynamic needs of a shelter environment, balancing daily priorities with flexibility to address urgent or evolving situations.

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.

Reports to:

- Shelter & Volunteer Engagement Director

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. Work schedules are subject to change.

Application Process:

Submit a cover letter, resume, and your shift availability to jobs@muttville.org.

Commitment to Inclusion:

Muttville is dedicated to fostering an inclusive and diverse workplace. We encourage applicants from all backgrounds to apply.