

MUTTVILLE
senior dog rescue



Position Title: Mutt Assistant
Classification: Part-time, non-exempt
Date: February 2017

Position Summary

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. It is our goal to save 1,000 dogs this year. We are a team-oriented organization with a positive attitude when it comes to helping animals and working with our community.

We are seeking a part-time Mutt Assistant to join our team. Mutt Assistants provide safe and compassionate care for the dogs at Muttville's headquarters, they clean and maintain the facility, and they work closely with volunteers in the care of the dogs and adoption clients.

The preferred applicant has a flexible schedule, is skilled 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 adaptable, reliable, people-oriented, and has excellent communication and organizational skills. Mutt Assistants utilize the help of volunteers in all aspects of the job and therefore provide essential leadership, support, and communication to maximize volunteers' participation.

Canine Care

- Prepare and provide food and water for the dogs, and medicate as assigned
- Clean, disinfect, and maintain 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 the dogs have adequate and clean bedding at all times
- Introduce dogs to one another, ensuring safe and comfortable cohabitation groups
- Perform dog bathing and basic grooming
- Create and maintain necessary dog records for use by staff and volunteers
- Assist with checking dogs in and out from foster care
- Take and retrieve dogs to from on-campus veterinary appointments
- Practice and encourage the humane treatment of dogs, using only positive reinforcement methods of training
- Other duties as assigned

Facility Care

- Clean, de-clutter, and organize community spaces and storage areas at Muttville's headquarters
- Empty and remove garbage and recycling from throughout headquarters
- Regularly clean and sanitize the restrooms

- Operate laundry and dishwashing equipment
- Wash and fold shelter laundry
- Restock, purchase, and organize supplies
- Maintain equipment in working condition, and report equipment or supply needs to supervisor

People Care

- Demonstrate 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
- Integrate, lead, mentor, and retain volunteers to assist with dog care and cleaning duties
- Maintain open and timely communication with staff and volunteer team members, and update data management resources
- Work cooperatively with all volunteers, recognizing the skills and commitment they bring to Muttville
- Provide feedback and guidance to volunteers regarding safety protocols and model safe work practices
- Provide quality customer service to clients, volunteers, staff, and donors
- 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
- Accept and acknowledge in-kind donations
- Practice discretion with sensitive information regarding clients, volunteers, employees, and our dogs. Remain calm and reserve judgement in difficult situations
- Facilitate walk-in foster and adoption returns as needed
- Provide adopters and foster parents with take-home food, medications, and instructions

Reports to:

- The Shelter Supervisor

Position Requirements:

Physical Requirements & Work Environment

- Work is performed at Muttville headquarters, which includes areas where dogs live and are cared for, office spaces, stairs, and outdoor locations
- Regular exposure to free-roaming office and headquarters dogs
- Subject to dog bites and scratches while handling dogs of questionable temperament
- Regular bending, reaching, kneeling, sitting on the floor, crouching, and dog walking with occasional lifting of up to 50 pounds
- Occasionally works at computer station, and operates electronic equipment
- Exposure to disinfectant solutions

Education & Experience

- High school diploma or equivalent required
- Previous dog care and/or training experience preferred

- Previous experience as a volunteer preferred
- Previous customer service experience required
- Available to work weekends, morning and evening shifts, and holidays as-needed required. Committed to supporting co-workers to accommodate special shift exchanges

Knowledge, Abilities, & Skills

- Highly motivated, communicative, polite, and with a professional manner
- Team player, able to work in a busy and bustling work environment, embrace and foster change, problem solve, and regularly demonstrate flexibility
- Ability to handle calmly and efficiently situations ranging from routine to emergency
- General knowledge of dog behavior and care, and ability and skill to successfully work with various kinds of dogs in a safe and responsible manner. Commitment to positive reinforcement handling and training methods required
- Comfortable and willing to accommodate multiple dogs in work and office spaces

Salary and Benefits:

- The starting salary for this position is \$17 per hour
- This is a part-time, non-exempt position