



Job Title- Volunteer Program & Operations Supervisor

Work Schedule- 40 Hours/Week- Permanent Position

Reports To: Director of Operations & Programs

Schedule: Tuesdays through Saturdays

Oversees: Volunteers

Summary: The Scituate Animal Shelter is seeking an energetic person with exceptional interpersonal skills and a positive attitude for the Volunteer Program & Operations Supervisor position. This full time, exempt and permanent position has the primary responsibility to oversee the volunteer program and training for all new and existing volunteers. Responsible for supervising every volunteer which includes but is not limited to the participation in and supervision of care shifts (primarily animal care and front desk), the coordination and scheduling of volunteers for various shifts and needed work at any given time, the recruitment and training of new volunteers and the continuing education and training of existing volunteers. On a daily basis, volunteer program needs are the priority for this position. Once the daily volunteer program needs are met, assistance with operations overall will be the next responsibility. Must be able to assist with any/all operational tasks as assigned by the director of operations

Responsibilities:

- Work closely with and communicates regularly/daily with Director of Operations & Programs.
- Supervises animal care shift volunteers to ensure compliance with procedures and special instructions as well as gives pre shift meetings when animal care supervisor is not present. Care shifts may include direct animal care, delegation of care and overall cleaning of the shelter.
- Recruits new volunteers.
- Trains all new volunteers which includes orientations and all initial 'hands-on' trainings.
- Provides specific training to volunteers on a needed and individual basis.
- Provides animal handling training to volunteers.
- Provides front desk training to volunteers.
- Provides cleaning and sanitation training to volunteers.
- Provides PetPoint training to volunteers.
- Provides animal intake training to volunteers.
- Provides adoption training to volunteers.
- Provides all needed training to volunteers as the needs arise.
- Provides continuing education and training for existing volunteers.
- Training provided should aim for care shifts to work independently; therefore providing a high level of detail in training is needed.
- Schedules volunteers for various shifts and events when needed.
- In conjunction with director of Operations & Programs, coordinates volunteers to provide animal transports to and from vet appointments and/or grooming appointments.
- Assists with the coordination of the foster care program in conjunction with the director of operations and programs including but not limited to communication with foster parents.
- Maintains accurate and up to date volunteer database files (Volgistics).
- Responds to all e-mails from volunteers.
- Communicates with volunteers regularly.
- Ensure front desk are covered with appropriate number of volunteers.

- Help to ensure animal care shifts are covered with appropriate number of volunteers.
- With guidance from director, create standard operating procedures for various tasks related to volunteer work.
- In conjunction with the director of operations and programs, helps with the supervision of front desk activities and helps to provide front desk pre shift meetings.
- In conjunction with the director of operations and programs, provides basic medical needs for
- Assists with all needed tasks and activities at the front desk as needed.
- Responsible for any/all tasks and activities related to volunteer program
- Once primary volunteer responsibilities are addressed, assists with any/all tasks and activities related to operations.
- Places an emphasis on a high standard of care for all animals.
- Places an emphasis on safety for volunteers, visitors, staff and animals.
- Meets with volunteers when coaching, accountability and/or difficult conversations need to take place and communicates these situations with director of operations and programs.
- Help to assure the safety of the Scituate Animal Shelter workplace and actively monitor safety for staff, volunteers, animals and visitors. Follows safety guidelines to ensure a safe work environment.
- Reports all facilities related issues to a supervisor.
- Promotes the culture of fundraising.
- Assists with other duties as requested by Director of Operations and Programs and Executive Director.

Requirements and Preferences:

- Must have a very positive attitude.
- Must have outstanding interpersonal skills.
- Must be a person who takes initiative.
- Must have the ability to handle conflict professionally and compassionately.
- Must be able to handle difficult conversations directly and compassionately.
- Associates Degree or higher preferred.
- Must be able to adapt to a changing environment.
- Must be flexible with all aspects of job.
- 2 Years animal shelter experience.
- Some experience with volunteer management.
- Must have excellent animal handling skills.
- Must have outstanding written and verbal communication skills.

Policies & Procedures

- Comply with all current shelter policies and procedures, state, local regulations and laws regarding animal care, animal handling, adoption, human and animal safety and employment.
- Comply with all current shelter policies and procedures, state, local regular.
- Comply with legal requirements for handling controlled substances and medication.

Benefits Summary:

- Competitive Salary
- Paid Time Off
- Medical

To apply for this position, please send your cover letter and resume to Maryann Regan at:

MaryannRegan@ScituateAnimalShelter.org