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| Job Title: | Operations Support Specialist |
| Department: | Shelter Operations |
| Job Classification: | Full-Time; Hourly, Non-Exempt Position. Variable shifts as needed, nights and weekends |
| Job Relationships: | Reports to Director of Operations. Works with a team daily that includes Directors, Managers, Adoption Counselors/Animal Care Technicians, the Foster Care Coordinator, the Transport Coordinator, a rounding veterinarian and volunteers |
| General Purpose: | To support the operations of the Transport and Foster Care Programs |

PRIMIARY RESPONSIBILITIES

- Assist the Transport Coordinator with the bringing in of pets from other animal organizations, both inside the State of Maine and outside, according to the needs and capacity of the shelter. This includes:
 - Communicating with transfer partners both in- and out- of state
 - Building and maintaining mutually beneficial working relationships with partner organizations
 - Communicating with the animal care departments about transports
 - Coordinating and communicating with transport volunteers
 - Training new transport volunteers
 - Driving the transport van to pick-up and drop-off pets
 - Ensuring that the required State of Maine import regulations are met when applicable and that ALRGP intake protocols are followed
 - Ensuring pet records are accurate and up to date in the pet database and that hard copies are organized per record protocols
 - Assisting animal care and foster departments to identify transported pets' needs, including medical treatments, quarantine and foster care

- Assist the Foster Care Coordinator with the foster care program. This includes:
 - Organizing and completing foster care records in the database, including foster parent information and demographics as well as scheduling and completing pet stays in foster homes
 - Assisting with foster parent communication and scheduling
 - Gathering and organizing materials for fosters such as food and medication
 - Facilitating the handing off of pets to fosters and the return of foster pets to the shelter

- Scheduling necessary on- and off-site veterinary visits such as rechecks and spay/neuter appointments
- Assisting with new foster orientations
- Working with animal care departments to assess foster care needs
- Assist with other organizational needs, such as cleaning of pet enclosures, data entry, adoptions and admissions and tasks as assigned to ensure a positive public image, enhance the operation of the organization and improve the quality of life for animals. All other duties as assigned.

ORGANIZATIONAL SKILLS AND AFFINITIES

- Empathy for people and pets
- Clear verbal and written communication skills
- Exceptional ability to keep track of information in a fast-paced setting
- Positive, progressive mindset

NECESSARY SKILLS

Technical Skills:

- Administer initial intake examination
- Administer subcutaneous injections & microchips
- Administer oral and topical medications and treatments

Client Care Skills:

- Clearly & accurately communicate with fosters, volunteers and members of the public
- Professional and courteous presence when working with stakeholders in person or on the phone

Animal Care Skills:

- Abide by protocols of safe animal handling, disease control and prevention
- Meticulously clean and sanitize assigned areas efficiently and effectively, including but not limited to cages and kennels, floors, walls, litter pans, transport crates, common areas, laundry, the kitchen
- Administer medications and treatments, per treatment reports

Administrative Skills:

To perform this job successfully an individual should have knowledge of shelter database software or ability to become proficient within the first month from hire date. Basic knowledge of Microsoft Office and computer keyboarding skills (typing and data entry) are required.

- Accurately and quickly complete animal intakes in the database
- Accurately and quickly enter medical records into the database
- Accurately and quickly enter medications into the database and administer medications per the prescriptions from the veterinarians

MINIMUM QUALIFICATIONS:

Prior shelter or veterinary practice experience preferred; high school diploma or equivalent required; demonstrated ability in oral and written communication skills; demonstrated ability for hard, physical work in an emotional and stressful environment, ability to lift 50 pounds unassisted, climb stairs unassisted multiple times each day, lift, scoop, drive, bend and twist and walk as part of essential job functions, spend long stretches of time driving and possess a valid State of Maine driver's license.

WORKING CONDITIONS

Work Environment: Most work is performed in normal animal shelter setting; potential for exposure to zoonotic diseases; frequent exposure to odors or airborne particles including animal fur, dander and toxic chemicals; potential for exposure to dangerous and fractious animals; exposure to high noise levels when in kennel area; potential for animal bites and scratches while handling animals.

Physical Activities: Lifting of up to 50 pounds; driving a van for up to 8 hours at a time; potential for sitting for several hours at a time; potential for standing on feet for 8 hours a day; kneeling; cleaning cages (scrubbing); walking dogs on a leash; performing physical examinations on animals; animal restraint; lifting crates; handling syringes and needles.

Please submit a cover letter outlining your qualifications, reasons for pursuing a career in animal welfare and salary requirements with your resume to jobs@arlgp.org with the subject "Operations Support Specialist." Submissions without the requested materials will not be considered.