



JOB TITLE: Operations Support Specialist

DEPARTMENT: Shelter Operations

JOB CLASSIFICATION: Full time

ACCOUNTABILITY: Director of Operations

The Operations Support Specialist will be responsible for supporting daily shelter operations. Though this position will mainly be focused within the Transport and Foster Care Programs, there will be times where this role will also assist with adoptions and supporting other teams.

The ideal candidate will have the following:

- Excellent interpersonal, organizational and motivational skills as well as the ability to work well in a fast-paced environment and handle multiple tasks at once
- A genuine willingness to help others and succeed as a team
- Excellent animal handling skills, using fear free methods
- Positive, proactive attitude, strong interpersonal communication and the ability to interact with a wide variety of personalities
- Well-developed time management and multitasking skills.

Duties and responsibilities of position:

Transport:

- Assist Transport Coordinator to:
 - Build and maintain mutually beneficial working relationships with partner organizations
 - Communicate with the animal care departments about transports (e.g. capacity, demographic, medical needs)
 - Coordinate/communicate with transport volunteers
 - Train new transport volunteers
 - Drive the transport van, as needed, to pick-up and drop-off animals
 - Adhere to required State of Maine import regulations and ARLGP intake protocols
 - Ensure pet records are accurate and up to date in the pet database and that hard copies are organized per record protocols

Foster:

- Assist the Foster Coordinators to:
 - Organize and complete foster care records in the database, including foster parent information and demographics as well as scheduling and completing pet stays in foster homes
 - Assist with foster parent communication and scheduling
 - Gather and organize materials for fosters such as food and medication
 - Facilitate 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
- Assist animal care and foster departments to identify transported pets' needs, including medical treatments, quarantine and foster care
- Assist with new foster orientations

General:

- Assist with adoption counseling and keeping adoption area and public facing areas of the shelter neat and clean as needed, willingness to assist special events as requested
- Occasional other organizational needs, such as cleaning of pet enclosures, data entry, public services and admissions and other tasks as assigned to ensure a positive public image, enhance the operation of the organization and improve the quality of life for animals.
- Other duties as assigned

Necessary Skills

Client Care:

- 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:

- Perform intake examinations, to include administering vaccinations and microchips and looking for signs of illness or disease
- 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 or as directed by clinic team

Administrative:

- Knowledge of shelter database software or ability to become proficient within the first month of hire
- Accurately and quickly enter animal data (intakes, medical records, medications, etc.) in the database
- Basic knowledge of Microsoft Office and computer keyboarding skills (typing and data entry) are required.

Qualifications:

- High School Diploma or equivalent, Bachelor's Degree preferred, related experience and/or training, or equivalent combination of education and experience.
- 3+ years animal care and handling experience, including those who are in pain or under stress
- Safely and effectively use and operate all necessary equipment and software
- Pleasant and professional demeanor with exceptional attention to detail
- Excellent communication skills, strong organizational skills, and the ability to work effectively with others, as coordination with multiple departments within the organization is frequently required

- Valid ME Driver's License with acceptable driving record

Work environment:

- Work is performed in an animal shelter. Potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Material Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

Physical Requirements:

- Able to scoop, bend, twist, squat, kneel, grip, reach and lift a moderate amount of weight
- Able to sit at a computer workstation and type and use a mouse for 2-4 hours at a time as part of normal job functions
- Stand and walk for an entire shift and move safely through all areas of the clinic and campus, which may include stairs, uneven or slick surfaces
- Spend long periods of time driving