



Pawsitive Match Rescue Foundation

SHELTER COORDINATOR

The Role

Location	Remote	Reports To	Shelter Director
Weekly Time Commitment	5-10 hrs, variable	Direct Report(s)	Shelter Volunteers

The Shelter Coordinator manages daily operations at the House of Paws (HoP) to ensure the well-being of animals in Pawsitive Match Rescue Foundation's facility. This role requires availability during the day or evening to respond to various requests from PMRF teams and volunteers. The Shelter Coordinator ensures efficient communication between teams, maintains operational standards, and ensures shelter best practices are followed.

The Responsibilities

- Work collaboratively as a team to manage shelter operations, operating on a three-shift schedule:
 - 8:00am-12:00pm
 - 12:00pm-5:30pm
 - 5:30pm-10:00pm
- Sign up for shifts based on availability and coordinate with other coordinators to manage days off.
- Monitor team WhatsApp chat groups and emails throughout the day (especially before shift changes) to respond promptly to inquiries, some of which may require urgent attention (e.g., medical concerns).
- Manage the volunteer schedule to ensure an appropriate number of volunteers are present based on shelter capacity.
- Prepare and send "shift notes" for each of the three daily shifts, including detailed handling/feeding instructions for each animal and a task list for volunteers.



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- Communicate any animal health or behavior concerns to the appropriate teams promptly.
- Assist in tracking and ordering shelter supplies as needed.
- Collaborate with the Medical and Behaviour Teams to ensure animals receive appropriate care.
- Respond to volunteer questions and concerns in a professional and supportive manner.
- Ensure compliance with shelter policies and procedures in all activities.

The Person

- A community member in good standing.
- Ideal for someone with a flexible work schedule, part-time work, or a break from full-time employment (e.g., students, retirees, individuals working reduced hours).
- All coordination tasks are performed remotely, but occasional on-site assistance may be required (e.g., intakes, dog training).
- Comfortable working in a fast-paced team environment.
- Proficient in communication via WhatsApp and computer-based systems.
- Strong written communication skills.
- Ability to take initiative and work well within a team.

Experience & Qualifications

- Volunteer experience at House of Paws for over six months (exceptions may be considered on a case-by-case basis).
- Shift Lead experience and Experienced Handler training are considered assets.
- Experience in volunteer engagement, customer service, or conflict management is an asset.
- Volunteer or professional experience with other rescue organizations in good standing is an asset.



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- Experience working with diverse communities is an asset.
- Animal Related Skills - Dog/Cat Behavioural Assessment and Training is an asset.
- Animal Related Skills - Basic to Experienced Animal Handling is an asset.
- Administrative Skills - Computer Skills (Intermediate+) is an asset.
- Administrative Skills - Google Workspace is an asset.
- Professional Writing Skills/Experience is an asset.
- Public Relations & Community Engagement Skills/Experience is an asset.
- Training & Mentorship Experience is an asset.