



Municipal and Shelter Support Administrative Volunteer Position Description

About Municipal and Shelter Support (MSS):

Municipal and Shelter Support (MSS) is part of Best Friends Animal Society's National Shelter Support (NSS) team. MSS provides direct, ongoing support to municipal shelters and animal control agencies working to reach no-kill status and sustain it once achieved, through operational assessments, training and professional development, and shelter conversion support.

Reports to: Nick Walton, Municipal and Shelter Support (MSS), National Shelter Support (NSS)

Organizational Impact: This volunteer will provide data entry and tracking support for the Municipal and Shelter Support (MSS) team, helping monitor shelter save rates, length of stay, and training outcomes so Best Friends can measure and sustain progress toward no-kill status nationwide.

Position Function/Goals/Deadlines:

- Support accurate, up-to-date tracking data across Asana, and excel documents. Assist MSS team with additional tracking and virtual administrative support to help show the impact of the department on overall organizational goals, and increase effectiveness of direct shelter work.
- Help log and monitor save rate/length-of-stay check-ins (30, 60, 90 days; 6 months; 1 year) for shelter assessments.
- Help track outcome metrics for individual trainings at 3, 6, 9, and 12-month follow-up intervals.

Time Commitment and Location of Work:

- Remote/virtual, ongoing volunteer position — no set office location required.
- Estimated 3–5 hours per week; specific schedule is flexible and can be arranged with the MSS team.

Core responsibilities:

- Enter and update shelter assessment and training data in Asana and the Training & Assessment Tracker spreadsheet.
- Track save rate and length-of-stay (LOS) figures for partner shelters at scheduled check-in intervals.
- Log training outcome metrics and follow-up data for individual trainings, regional

- summits, and conferences.
- Organize and file assessment reports and training materials, and provide general administrative support to the MSS team as needed.
- Track and input hours worked into the Best Friends Volunteer Database

Qualifications/Requirements:

- Comfortable working with spreadsheets (Excel) and learning new tracking systems (Asana, HERO, Sigma).
- Strong attention to detail and accuracy in data entry.
- Reliable and able to commit to an ongoing weekly schedule.
- Prior data entry, administrative, or nonprofit experience helpful but not required.
- Willing to use a Best Friends volunteer email address, which requires:
 - Signing a Non-Disclosure Agreement
 - Access to personal computer with antivirus software installed
 - Downloading an approved app onto a personal smartphone for the purpose of multi-factor account authentication (e.g. Google Authenticator)
- Please submit a brief resume or letter of interest so we can determine fit for this role.

Please email nationalvolunteers@bestfriends.org if interested in volunteering.