



Shelter Organization Type Researcher Volunteer Position Description

Reports To: Data Enablement Manager – Insights & Analytics Team

Organizational Impact: Understanding animal organizations and the movement of animals through communities enables Best Friends to identify and gather comprehensive data on where dogs and cats are dying across the country. This critical work allows us to directly target our programs to save the lives of the most at-risk animals and guide our work toward on the no-kill movement.

Position Summary: The daily operations of the Data Enablement Team can generate questions about organizations including animal intake/outcome flow, the status and availability of animal services in a municipality, and the relationships between different animal service providers. The Organization Researcher will investigate via phone, email, and/or online to answer these questions and gain additional information. They will document and share their findings via email and Excel. They will become familiar with how we classify organizations (i.e. Government Animal Services, Shelter without a Government Contract, Transport Organization, etc.) and make recommendations on classifications based on their research.

Location and Time Commitment: Location is fully remote. Time commitment is flexible based on volunteer availability and project needs but will likely range from 2 to 10 hours per month. Training will be provided and training time will vary depending on experience (estimated 2-4 hours). We will start with live training with the Data Enablement Manager to assess further training needs.

Core Responsibilities:

- For each assigned organization or situation, conduct online research and/or contact the appropriate municipalities or animal welfare organizations to confirm and obtain information.
- Use personal judgment to identify additional information that might be useful and pursue further research accordingly, consulting the Data Enablement Manager as needed but without receiving detailed instructions or close supervision.
- Document the source of information gathered, including contact information used, notes on conversations or emails, links to information found online, and files or screenshots as needed.
- Track and input hours worked into the volunteer database.



Qualifications/Requirements:

- Reliable access to a computer, internet connection, and personal phone number.
- Basic email and Excel skills.
- A sense of curiosity and a desire to dig deeper and pursue leads.
- Strong attention to detail and ability to take clear notes on conversations and research.
- Comfortable communicating warmly and professionally with municipal staff and officials, animal welfare staff, and others via email and phone. Willing to make and receive phone calls using a personal phone number.
- Previous experience communicating directly with animal shelter leadership and staff is helpful but not required. Training will be provided.
- This work includes “cold calling” shelters and establishing rapport; comfort with this task is necessary.
- Willing and able to keep all shelter data and other information obtained strictly confidential. Must sign a Non-Disclosure Agreement.
- Desire to play an integral role in building foundations for future Best Friends programming.
- Must have or install antivirus software on personal computer.
- Must have smart phone capable of downloading apps.

**Please send your resume or a summary of relevant skills to
nationalvolunteers@bestfriends.org if you are interested in this volunteer position.**

We look forward to working with you!

We welcome volunteer applicants with disabilities. If you may benefit from reasonable accommodations to fulfill any of the volunteer position requirements, please contact nationalvolunteers@bestfriends.org so we can discuss adjustments.