

**Job Title: Wildlife Services Representative**  
**Department: Hospital**  
**Supervisor: Education and Front Desk Manager**  
**FLSA Status: Non-exempt**  
**Compensation: \$15/hr**  
**16 hours per week**  
**Date: May 30, 2021**

WildCare is the organization that leads the way in showing people how to do the right thing for wildlife by providing guidance on how people and wildlife should coexist when they encroach on each other's territory.

### **Summary**

The primary function of the Wildlife Services Representative (WSR) is to provide excellent and efficient customer service, disperse accurate information to callers and visitors, and to foster a sense of empathy for wildlife and community with every individual who contacts WildCare. This is one of WildCare's most important positions as the WSR often provides the first impression people have of WildCare, and we rely on the voluntary and ongoing support of members to provide our lifesaving services for wildlife, and to continue to educate people about wildlife and nature.

### **Job Responsibilities**

- Answer a busy 6-line telephone system:
  - Provide instructions on how to safely rescue and contain injured and orphaned wildlife, and how to provide basic care until the animal(s) can be delivered to a licensed care facility, and assist rescuers in locating qualified help for injured wildlife. Answer Hotline questions regarding conflicts with wildlife, update wildlife patient finders with patient information, and return calls promptly.
  - Learn and stay up to date on humane nonlethal methods for resolving conflicts with wildlife and deliver the information to callers and visitors with compassion and empathy for the caller and their situation, and the animal(s). Share learned information with other WSRs and Supervisor.
  - Record information from and about individual Hotline calls in FilemakerPro database. Complete Hotline data entry as calls come in or before the end of the shift.
  - Develop an encompassing knowledge of all the departments, programs, services, events and outreach at WildCare, accurately answer questions and promote WildCare to clients and members.
- Review and respond to emails sent to the shared front desk email account.
- Admit patients, ensure intake and finder data entry is complete, and request donations from finders.
  - Ensure that appropriate forms are completed by finders, and donors for certain circumstances, i.e. rabies vector species, bats, bite reports, in-kind donations, etc.
- Using Square POS system, make merchandise sales, accept donations; accurately fill out and process appropriate paperwork.
- Manage cash drawer including daily reconciliations and balancing. (Still doing a cash drawer?)

- Assist Medical Staff in coordinating patient releases, reunites and follow ups. Coordinate and record volunteer transport arrangements
- Assist with administrative and other duties for Supervisor and other WildCare employees on an as available/as needed basis and per approval from Supervisor.
- Keep the front desk and merchandise area clean and organized.
- Perform research on various animal-related topics when requested and per approval from Supervisor.
- Keep informed about developments related to WildCare and wildlife issues.

### **Qualifications**

- Ability to provide outstanding customer service skills to callers, visitors and volunteers of diverse backgrounds, sometimes under stressful or chaotic circumstances.
- Proven excellent organizational skills, ability to pay attention to detail, handle multiple tasks simultaneously and shift priorities as necessary.
- Ability to communicate effectively in a friendly, empathetic and professional manner. Proven excellent persuasive written and verbal communication skills, proficiency in spoken and written English. Spanish a plus. Must be patient, enthusiastic, efficient and able to problem-solve.
- Willingness to learn about wildlife and natural history, familiarity with methods to resolve wildlife conflicts, and knowledge of WildCare's work.
- Ability to professionally advocate WildCare's positions on issues, and a commitment to WildCare's objectives.
- Proficiency with the Microsoft Office suite (Word, Excel, Outlook etc.), and Gmail. Experience with Filemaker Pro databases preferred.
- Willingness and ability to work weekends, holidays and cover other WSR shifts when needed.
- Some animal handling experience preferred.
- Ability to make basic change for a cash transaction.
- Ability to lift and carry up to 30 lbs.

### APPLICATION PROCESS

Please submit cover letter and resume by mail or email. Include your email address, replies will only be sent via email. Position is open until filled. No phone calls please.

Email to: [kate@discoverwildcare.org](mailto:kate@discoverwildcare.org)

Mail to: WildCare, 76 Albert Park Lane, San Rafael CA 94901