



Admissions Assistant

Avian Haven is a nonprofit organization specializing in the rehabilitation of sick, injured, and/or orphaned wild birds. The organization was founded in 1999 with a facility located in Freedom, Maine. Wild birds, including endangered and threatened species, are accepted from areas throughout Maine, as authorized by state and federal rehabilitation permits. Avian Haven receives patients from dedicated volunteers, members of the public, Maine wildlife biologists, game wardens, and other rehabilitators.

POSITION INFORMATION:

Job Title: Admissions Assistant

Reports to: Admissions Manager

Compensation: \$15 an hour, commensurate with experience

Hours: up to 30 hours per week

Anticipated start date: Immediately

POSITION SUMMARY:

Admissions staff coordinate rescue and travel arrangements for inbound patients, oversee the flow of patients from the front office to the infirmary, and ensure the accuracy of patient records. Admissions staff greet transporters and rescuers as they arrive, and provide support to clinic and rehabilitation staff by helping with infirmary chores such as bird laundry and dishes.

The ideal candidate for this position will have an interest in and knowledge of birds, have a good telephone manner and enjoy working with the public, and be able to remain calm in a fast-paced environment.. On-the-job training will be provided.

PRIMARY RESPONSIBILITIES:

- Answer all incoming calls and texts:
 - Triage situations and determine rescue necessity and feasibility.
 - If rescue is needed, discuss safe capture strategy with caller.
 - Plan and organize transportation with rescuers and/or volunteer drivers.
- Create rescue and transportation records for incoming patients accurately and in a timely manner, using RaptorMed.
- Provide patient updates to rescuers and transporters.
- Maintain a tidy and well-organized office environment.
- Help with general clinic chores.

GENERAL RESPONSIBILITIES:

- Attend and participate in staff meetings.
- Maintain professional and timely email correspondence using an Avian Haven email account.
- Identify, report, and/or resolve maintenance issues in a timely manner.

- Work cooperatively as an effective team member with staff, volunteers, and interns to ensure the highest standards of animal husbandry, safety, sanitation, and communication both within Avian Haven and throughout the community.
- Perform other duties, as assigned, to ensure a positive public image, enhance the operations of the organization, and improve the quality of life for birds in the organization's care.
- Follow all Avian Haven social media policies.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent.
- Familiarity with locations of Maine cities and towns statewide.
- Ability to effectively, professionally, and respectfully communicate with members of the public, volunteer transporters, and onsite staff.
- Proficiency with online map applications, especially Google Maps.
- Capable use of Google Workspace.
- Ability to prioritize duties, multi-task, and work efficiently in a fast-paced office environment.
- Residence within convenient commuting distance of Freedom, Maine.
- Reliable transportation (a working vehicle, valid Maine driver's license, insurance, etc.).
- Ability to foster teamwork, approach problems in a solutions-oriented manner, and help create a positive work environment.

PREFERRED QUALIFICATIONS:

- Familiarity with basic natural history of common Maine bird species.
- Volunteer/work experience in wildlife rehabilitation and/or animal care and husbandry.
- Customer service and/or dispatch experience.

Application Instructions: To apply, please submit as a PDF attachment a letter of interest, a resume, and three references to: info@avianhaven.org. No phone calls please. Deadline for application is close of business September 30, 2024. Applications submitted after that date will be reviewed on a rolling basis until the office determines applications will no longer be accepted.