



Clinic for the Rehabilitation of Wildlife

Job Description

Job title: **Rescue and Release Coordinator**

Work Location: **Hospital**

Department: **Hospital**

Reports to: **Hospital Practice Manager**

Full-time, Non-Exempt

Essential Duties and Responsibilities:

- Provide accurate information and courteous service to the public directly or by phone/email.
- Respond compassionately to public inquiries and concerns about wildlife. Ensure accurate, humane information is given out, promoting co-existence with wildlife. Educate on CROW's wildlife/conservation policies.
- Coordinate the rescue, transport, and release of injured, sick, or rehabilitated wildlife to and from CROW.
- Safely and accurately process wildlife into or out of the center. Gather information from finders, complete paperwork and enter information into an electronic database.
- Maintain electronic medical records database, including entering updates upon patient's disposition from hospital.
- Ensure that wildlife telephone contact listing and response manual are accurate and updated.
- Accept and process donations, including completing associated documentation and ensures all processed donations are submitted to the Hospital Practice Manager or supervising veterinarian on duty.
- Coordinate and expand volunteer emergency rescue and transport program (VERT).
- Assist the Volunteer Coordinator in managing the hospital volunteer program and volunteer scheduling.
- Maintain voice messaging system, as well as the clinic cell phone.
- Supervise and train volunteers, students, or staff in admission duties.
- Provide feedback and support to staff, students, and admission volunteers daily during operations.
- Maintain cleanliness of the hospital reception and assist with public tours going through reception area.
- Assist in coordinating and posting volunteer schedules under the direction of the Hospital Practice Manager.
- Provide administrative support to the Hospital Practice Manager, supervising veterinarians, Visitor Education Center administrative staff, and other duties as needed.

Education and/or Work Experience

- College degree is preferred.
- Prior experience in call center or customer service experience is preferred – must have excellent problem-solving skills and be able to deal well in high stress situations.
- Knowledge of/familiarity in wildlife rehabilitation is ideal.
- Excellent verbal, written, and interpersonal communication skills.
- Knowledge of office equipment and software systems including Microsoft Word, Excel, and Outlook.
- Must be able to work efficiently, accurately, independently, and be able to multi-task and meet deadlines.
- Must be a team player with positive attitude and willingness to teach students and staff.
- Must be able to work cooperatively with co-workers, volunteers, and the public.

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state, and local standards. Including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with ADA, FMLA, and other federal, state, and local standards.
- Must be able to talk, listen, and speak clearly.

Required to stand, walk, and may have to climb and/or balance. Must frequently lift and move up to 35 pounds.

How to Apply:

Please submit resume, letter of intent, and 3 professional references to Becca Brooks, Hospital Practice Manager, at bwehmeier@crowclinic.org