



WILDLIFE RESCUE & REHABILITATION, INC.

JOB DESCRIPTION— Program Support Personnel

Job Summary: Program Support Personnel assist the animal caretaking and administrative staff of WRR in the general facility maintenance, sanitization, daily tasks and projects that are required to maintain the highest quality of life for animals in rehabilitation and sanctuary. Program Support staff work alongside animal caretakers in the course of their daily responsibilities; however, this role does not include hands-on care or handling of any animals. This role is essential for the daily functioning of WRR and will require a great deal of dedication, responsibility, and personal motivation to complete tasks with minimal supervision. This position requires the ability to work long hours, stand for extended periods, bend, stretch, and lift up to 50lbs, and to work in all weather conditions. Shifts will include evenings, weekends, and holidays.

Position Duties and Responsibilities:

- Diet Preparation for animals in sanctuary
- Transportation of donations of produce, supplies, and other items to the Kendalia and San Antonio locations
- Facility cleanliness and sanitation including washing dishes, cages, and laundry
- Assist with the cleaning of enclosures both inside and outside the rehabilitation hospital
- Assist with landscaping and grounds maintenance
- Other duties as assigned

Job Qualifications:

Education: High School Diploma/GED or comparable skill set obtained through experience.

Attendance: Must maintain regular and acceptable attendance at such level as is determined in the employer's sole discretion.

Transportation: Valid driver's license and a clean driving record are required

Essential Knowledge, Skills and Abilities

1. **Communication:** Ability to communicate clearly and effectively via oral or written means.
2. **Composure:** Ability to remain calm and maintain self-control in the midst of difficult circumstances and emergencies. Ability to respond in a professional manner in all situations. Possess a strong personal work ethic, positive attitude, and have a high level of integrity.
3. **Decision Making:** Ability to set work priorities and to evaluate and create solutions to work related problems. Ability to think analytically and evaluate the impact of contract terms; analyze capabilities and determine feasibility.
4. **Organization:** Ability to keep various emergency calls prioritized and organized. Requires good time management practices and the ability to stay calm in stressful situations.
5. **Computer:** Working knowledge MS Office; Word, Excel, PowerPoint. 40 WPM, Volunteer databases

Reporting Relationships: Accountable to Director of Animal Operations and the Chief Administrative Officer

Other Relationships: Founder/President, Chief Executive & Development Officer, Development & Communications Manager, Internal Personnel, External Contacts, the Public

Hotline Rescue Specialist

Director of Animal Operations

Date

Date