Position: Hotline Rescue Specialist
Location: San Antonio, TX
Website: www.wildlife-rescue.org
Apply to: WRRapplication@wildlife-rescue.org
Job Type: Part-time

History: Established in 1977, Wildlife Rescue & Rehabilitation (WRR) receives over 10,000 wild animals per year for rehabilitation and release as well as providing permanent sanctuary for more than 600 resident non-releasable indigenous wildlife, non-native wildlife (large mammals, primates, reptiles and birds) and farmed animals. Wildlife Rescue is located on 212 acres in the beautiful Texas Hill Country, near Austin and San Antonio.

Description: The Hotline Rescue Specialist's role is responsible for the Wildlife Hotline incoming and outgoing calls. The majority of the calls concern orphaned and injured wildlife, as well as general public inquiries. This position counsels the public on how to humanely deal with human-wildlife encounters.

Primary Position Duties and Responsibilities

Essential Duties of the Job:

- Responsible for the Wildlife Hotline incoming and outgoing calls that deal with orphaned and/or injured wildlife.
- Relay verbal messages to appropriate employees
- Transfer phone calls to the appropriate person requested by the caller
- Responsible for answering general public inquiries
- Respond to online inquiries via email regarding orphaned and/or injured wildlife
- Educate and counsel the public on how to humanely deal with human-wildlife encounters
- Establish rapport with the client and assist the caller with the existing situation
- Responsible for coordinating WRR rescue volunteers for services such as transportation of a contained animal or rescue of an injured/orphaned animal by utilizing our volunteer database
- Assist with managing the call log for all inquiries and perform data entry
- Assist the Full-time Hotline Rescue Specialist with the production of monthly reports
- Perform other duties as assigned

Essential Knowledge, Skills and Abilities:

- Communication: Ability to communicate clearly and effectively via oral or written means
- 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
- 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
• **Organization:** Ability to keep various emergency calls prioritized and organized. Requires good time management practices and the ability to stay calm in stressful situations

• **Computer:** Working knowledge MS Office; Word, Excel, PowerPoint. 40 WPM, Volunteer databases preferred

**Requirements:**

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

• **Experience:** 1-2 years’ of customer service experience, non-profit experience preferred; 1-2 years’ experience in a high-volume call center environment. Wildlife experience is a plus

• **Technology:** Proficient knowledge of MS Office, Word, Excel etc.; Strong Math skills, 10 key by touch and proof reading. In addition, the ability to conduct data entry into online databases.

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

**Compensation:**
$11.00/hour plus 12 days PTO, paid Holidays. Candidates selected for interview will be requested to provide references. Position open until filled.

*Persons interested in applying for this position should send a cover letter & resume (email preferred):*

Wildlife Rescue & Rehabilitation, Inc.
Attn: Director of Animal Operations
P.O. Box 369 | Kendalia, TX 78027
Email: WRRapplication@wildlife-rescue.org
Phone: (830) 336-2725, ext. 311 | Fax: (830) 336-3733

*Equal Opportunity Employer*