



Position: Hotline Rescue Specialist

Location: Remote, *must reside in Texas*

Apply to: WRRapplication@wildlife-rescue.org

Job Type: Full-Time, Non-Exempt

Mission: To rescue, rehabilitate, and release native wildlife and to provide sanctuary, individualized care, and a voice for other animals in need.

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's 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 or text 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 other Hotline Rescue Specialists with the production of reports
- Perform other duties as assigned

Essential Knowledge, Skills, and Abilities:

- **Communication:** Ability to communicate clearly and effectively via oral or written means. Bilingual preferred (English/Spanish).
- **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 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 of MS Office; Word, Excel, and PowerPoint. 40 WPM, Volunteer database experience 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:** 1) Proficient knowledge of MS Office, Word, Excel, etc.; and proofreading. In addition, the ability to conduct data entry into online databases.
2) Must provide phone, internet connection and office furniture (WRR computer and monitor will be provided)
- **Attendance:** Must maintain regular and acceptable attendance at such level as is determined in the employer's sole discretion.

Compensation:

\$15.00/hour, plus benefits. Position open until filled.

Persons interested in applying for this position should send a cover letter & resume to:
wrrapplication@wildlife-rescue.org

By accepting this position, you agree to provide all necessary care even to species you do not feel "comfortable" with. At WRR we treat all animals equally regardless of the degree of comfort that staff may or may not have when working with certain species. In addition, if your personal feelings towards any species or individual animal are in any way negative, you are still required to speak of them with respect and to provide all necessary care.

WRR is an Equal Opportunity Employer.