



Position: Program Support Specialist

Location: Kendalia, TX

Website: www.wildlife-rescue.org

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. The Wildlife Rescue Sanctuary is located on 212 acres in the beautiful Texas Hill Country in Kendalia.

Position Duties and Responsibilities

Primary Duties:

- Communicate with the public in a professional and respectful manner.
- Greet the public and have them complete the intake form regarding the animals they are dropping off.
- Initial triage of the animal being dropped off to determine which animal care area they need to be taken to.
- Transfer new arrival animals to the Rehabilitation Hospital or Vet Suite for staff to provide further care.
- Solicit monetary donations for animal care.
- Handle in-kind donations and complete the needed paperwork.
- Assist with data input and other paperwork updating- for both animal care and Development.
- Able to handle several tasks under various working conditions.
- Maintain order and cleanliness in the Receiving Building.
- Educate and counsel the public on how to humanely deal with human-wildlife encounters.
- Responsible for answering the phone in the Receiving Building and relaying messages to appropriate staff members.
- Other duties as assigned.

Secondary Duties:

- Diet Preparation for animals at the Kendalia rehabilitation hospital.
- Facility cleanliness and sanitation including washing dishes, cages, and laundry.
- Assist with the feeding, cleaning, and general care of non-vector species as needed.
- Assist with the cleaning of enclosures both inside and outside the rehabilitation hospital.

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 amid difficult circumstances and emergencies. Ability to respond professionally in all situations and have a high level of integrity. Desired candidates are mature individuals who can handle physically and emotionally stressful

situations, a demanding workload, long hours, and work independently or as a team.

- **Decision Making:** Ability to set work priorities and to evaluate and create solutions to work-related problems
- **Organization:** Ability to keep various ongoing projects organized. Requires good time management practices and the ability to meet some deadlines.
- **Dependability:** Show up for scheduled shifts on time.
- **Computer:** Working knowledge of MS Office, Word, Excel, PowerPoint, and Outlook.

Requirements:

- **Education:** High school diploma or GED required.
- **Experience:** Experience in an office setting to include contact with the public and customer service a plus.
- **Attendance:** Must maintain regular and acceptable attendance at such level as is determined in the employer's sole discretion. Some flexibility in scheduling helpful.
- **License:** A valid Driver's License with a good driving record is required.
- **Technology:** Proficient knowledge of MSOffice, Word, Excel, etc.; In addition, the ability to conduct data entry into online databases.
- **Vaccinations:** Current Meningitis, Rabies Pre-exposure and Tetanus vaccinations required. Negative TB test is required. NOTE: Advanced payment program is available to assist with rabies pre-exposure vaccination.

Compensation: This is a full-time, hourly, non-exempt position paid \$16.00 per 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.