

# Greenwood Wildlife Rehabilitation Center

## Animal Care Liaison Job Description

**Job Title:** Animal Care Liaison / Seasonal Receptionist

**Department:** Administration

**Classification:** Part-time, temporary/seasonal, hourly, non-exempt

**Job Relationships:** Reports to the Education & Front Desk Coordinator and Front Desk Lead. Works closely with the Animal Care Supervisor (ACS), Animal Care Assistant (ACA), and Intake Staff.

**Position Summary:** Answers calls from and educates the public regarding human/wildlife interactions and wildlife emergencies; processes patient admissions. Acts as liaison between animal care and administrative staff. Performs other administrative tasks as requested.

### Essential Functions & Responsibilities:

#### Front Desk and Intake Services

- Professionally represents Greenwood at all times; ensures public members are served with respect, integrity, and compassion.
- Ensures phone calls are answered, and emails/voicemails are responded to promptly.
- Educates the public on wild animal reunites, safe capture/transport; advises the public on humane solutions to wildlife/human conflicts and redirects them to additional resources as necessary.
- In conjunction with ACS and Intake Staff, determines when patients need rehabilitation/temporary care; ensures incoming patients are received/handled humanely and safely.
- Communicates relevant animal care information to Intake Staff (ex.: RVS, reunite follow-ups, etc.).
- Notifies the Education & Front Desk Coordinator regarding any changes/updates made to the list of wildlife rehabilitators (White Board) and other resources.
- Contacts transport volunteers/CPW/Animal Control to assist rescuers unable to bring patients to GW.
- Helps coordinate transport for animal releases or transfers to other facilities/rehabilitators.
- Creates charts for incoming patients; enters incoming patients' information into the database.
- Handles all patient dispositions daily; inputs animal location into the database, enters notes from rehabilitators, adds "release outside 10-mile" information, and DWM permissions.
- Prints daily rounds for ACS/ACA. Updates animal's location in patient database post rounds completion.

#### Administration

- Performs animal census daily and updates public-facing animal count board.
- Enters patient donations in the database.
- Requests donations from the public; logs all credit card donations and cash donations properly; ensures a receipt is offered for all donations.
- Notifies Front Desk Lead and/or Education & Front Desk Coordinator regarding any mailing changes/alterations that are called in, emailed, etc. by our supporters.
- Enters all in-kind donations appropriately on the in-kind log and stores items in designated locations within the facility.
- Signs for and records facility donations/orders and files slips accordingly.
- Maintains the front lobby in a clean and organized fashion (making sure informational sheets, brochures, etc. are in good stock). Keeps merchandise stocked. Assists in facility upkeep as time permits.
- Keeps up to date with Greenwood's operational procedures and policies.

### **Other Duties**

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

### **Required Qualifications**

- Experience working in customer service/administration/non-profit organization/receptionist desirable
- Animal care/welfare experience desirable
- Proficiency with Microsoft Office Suite
- Experience with Outlook, Google Suite, and other databases/software programs
- Must possess a valid driver's license

### **Knowledge, Skills, and Abilities**

Strong verbal and written communication skills, organizational skills, and customer service skills. Ability to handle difficult situations involving the public/staff/volunteers with tact, compassion, and good judgment. Ability to multitask in a fast-paced environment, show initiative, and work conscientiously with outstanding attention to detail. Ability to work professionally and collaboratively with others.

### **Working Conditions**

Work is mainly performed in a wildlife rehabilitation center and shared office. Potential exposure to cleaning agents, wild animals, and zoonotic diseases. Shifts require frequent standing, walking, bending, and lifting (daily up to 10 lbs. and occasionally 40 lbs.). Required to sit at a desk and use the computer keyboard for most work shifts.

### **Schedule**

Scheduled for eight-hour shifts, Monday through Sunday depending on assigned schedule. Holiday and weekend hours may be required to ensure Front Desk coverage.

**Compensation:** Colorado minimum wage effective January 1<sup>st</sup>, 2022 - \$12.56

***Greenwood Wildlife Rehabilitation Center does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.***