

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. Works closely with the Animal Care Supervisor (ACS), Animal Care Coordinators, 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 all groups interacting in and with Greenwood. 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/emails/voicemails are answered and 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.
- Creates charts for incoming patients; enters incoming patients' information into the database and communicates relevant animal care information to Intake Staff.
- Handles all patient dispositions daily.
- Notifies the Education & Front Desk Coordinator or Front Desk Lead regarding any changes/updates needing to be made to the list of wildlife rehabilitators (White Board) and other resources.
- Contacts Greenwood transport volunteers to assist rescuers unable to bring patients to the center.
- Helps coordinate transport for animal releases or transfers to other facilities/rehabilitators.

Administration

- Updates public-facing animal count board using Salesforce data.
- Enters donations into the Donation Logs.
- Requests donations from the public and 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.
- 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.
- Assists Education & Front Desk Coordinator and senior AC Liaisons with training/mentoring new staff and volunteers.

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

We have an 8 hour shift and a 5 hour shift at the Front Desk Monday through Sunday during the season. Holiday and weekend hours may be required.

Compensation: \$15.69/hr.

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.

