



Summer Wildlife Hotline Coordinator Position Description

Think Wild is seeking a (1) full-time and/or (1) part-time paid summer wildlife hotline coordinator (mid-May – mid-September). The starting hourly wage is \$14/hr and the position is non-exempt. Hours will be 8 AM – 5 PM and start and end date is flexible. COVID-19 vaccination is required.

This position will act on opportunities to engage people in helping wildlife and the work carried out at Think Wild. This is an opportunity to gain unique experience in the field of wildlife rehabilitation, education, biology and conservation to prepare for a full-time job in the field. From using superior customer service skills to greet members of the public bringing in wild animals for care, to efficiently responding to emergency calls, to organizing wildlife rescues and working with hospital volunteers – this position requires a capable multi-tasker that thrives in a fast-paced environment. Working with and assisting a diversity of people, this position will develop valuable skills in helping wild animals, and the people that find them, during our busiest time of year.

EEO Policy

It is the policy of Think Wild to afford equal employment and volunteer opportunities to all qualified individuals without regard to their race, color, ancestry, religion, sex, sexual orientation, national origin, age, physical or mental disability, citizen status, veteran status, gender identity, gender expression, or any other characteristic or status that is protected by federal, state, or local law.

Position Duties:

Wildlife Hotline

- Answer wildlife hotline during open hours or call back within one hour of call
- Respond to incoming hotline calls in a timely and professional manner – assess situations, provide accurate information, and resolve wildlife issues with members of the public
- Provide wildlife education advice over the hotline as appropriate, including renesting and reuniting directions, humane exclusion methods, safe capture and transport, etc. Follow up via text or email as necessary.
- Log all hotline calls in hotline call log
- Respond to patient update follow-up texts and calls
- Coordinate volunteer rescue and transport of sick, injured or orphaned wildlife to appropriate facility as needed in Slack



- Assist with wildlife drop-offs, admit donations, and fill out and log wildlife admit forms in WRMD
- Assist with other wildlife rescue and rehabilitation duties as needed

Volunteer and Education Coordination

- Assist in hospital and rescue/transport volunteer training and ensure tracking of volunteer development standards and hours
- Assist Education Coordinator in delivery of onsite education programs, including hospital tours, enrichment activities, group volunteer projects, and workshops

Social Media

- Respond to questions and inquiries on social media accounts in a timely manner
- Assist in social media content collection and creation

Administrative

- Manage main organization email and respond to general inquiries
- Assist in administrative tasks including mailings, logging donations, merchandise orders, supply pickup, and constituent data collection and organization
- Maintain visitor lobby and keep supplies and merchandise stocked
- Pick up and deliver supplies as needed
- Other duties as needed

Desired Skills and Experience:

- Passion for Think Wild mission
- Currently enrolled or completed B.A. or B.S. in science, biology, environmental sciences, education, environmental education, or a related course of study (or work experience to replace)
- Willingness to work on rotating schedule, including weekends and evenings (8-hour shifts)
- Able to handle high-pressure, stressful and/or emotional situations and difficult people
- Demonstrate enthusiasm for teaching wildlife-related topics and preferably have environmental education and/or experience with youth and adults
- Public relations and communications skills: outgoing, helpful and positive personality; ability to work well with children and adults including giving presentations; maturity and leadership abilities; ability to handle sensitive situations in a tactful manner
- Flexible and able to adapt to an ever-changing work environment with challenging logistics



- Ability to work well independently and as part of a small team
- Knowledge of the Central Oregon environments and wildlife is a plus
- Willingness to follow all COVID-19 precautions, including mask wearing, hand washing, and supporting children in health and safety precautions.

Apply & Contact

To apply for this position, please send your resume to Pauline Baker (Director of Wildlife Rehabilitation) at Pauline@thinkwildco.org with subject line: Summer Wildlife Hotline Coordinator Position Application. Application deadline is February 28th, 2022. *For any questions, please contact Pauline at Pauline@thinkwildco.org.