



Job Title: Wildlife Hotline Specialist
Position Type: ¾-time
Employment Status: Hourly, Non-Exempt, Seasonal

Compensation: \$15/hour
Benefits: None
Application Deadline: June 14, 2023 (Position may close earlier if filled.)
Position Start Date: Negotiable after hire

Please submit your resume, cover letter, and contact information for three references by e-mail to:
Laura Stastny, Executive Director, laura@nebraskawildliferehab.org

Job Description

The Wildlife Hotline Specialist works under our Public Relations & Special Project Coordinator. This position is responsible for the administration of our public hotline, which requires answering calls from the public, resolving nuisance wildlife issues, and determining when animals need to be rescued and coordinating those rescues. This position is also responsible for answering public inquiries by e-mail and assisting the public in those inquiries (wildlife issues, donations, speaker requests, etc.)

This employee will greet and manage walk-ins at the Wildlife Center, check-in animal drop-offs, handle event and other walk-in traffic, and be responsible for animal data entry and lobby cleaning tasks.

Duties

- Manage the public telephone hotline 30 hours per week.
- Handle public walk-ins and animal drop-offs.
- Answer public inquiries by e-mail.
- Sell items from NWR's store to the public and restock items as needed.
- Assist the public with all types of inquiries, including nuisance wildlife, rescues, donations, and education requests.
- Educate and counsel the public on humanely resolving human-wildlife conflict issues, according to NWR's protocols.
- Establish rapport with members of the public.
- Coordinate volunteers to transport and/or field capture wildlife in need.

Other Duties

- Assist co-workers with administrative and office-related tasks.
- Serve as a community ambassador for NWR and native wildlife.
- Help maintain cleanliness and appearance of lobby and education center.
- Other support duties as assigned.

Skills/Qualifications

- Knowledge and understanding of native wildlife species required.
- Ability to learn and follow NWR's call procedures and protocols.
- Experience in customer service required.
- Experience in a high call-volume position preferred.
- Ability to keep emergency calls and volunteer response prioritized and organized.
- Good time management and professional demeanor
- Willingness and ability to work collaboratively and cooperatively with others to solve problems constructively and resolve conflicts.
- Excellent interpersonal (written and verbal) communication skills
- Ability to work a flexible schedule, including mornings, evenings, weekends and holidays.
- Ability to multi-task and work well under fast-paced and sometimes stressful conditions; willingness and ability to adjust tasks in accordance with changing priorities and deadlines.
- Proficient with Microsoft Office (Word, Excel), Outlook, and other web-based programs
- Ability to operate a personal computer, word processing software, copy machine, and answer telephones in the prescribed manner.
- Demonstrated professionalism and flexibility - NWR is a fast-paced and changing environment.

Education & Experience:

- High School diploma or equivalent
- Bachelor's degree in natural sciences or education, or coursework toward a degree, preferred.

Physical Demands

- Ability to lift up to 40 lbs.
- Long hours of sitting may be required.

Other Notes

- COVID vaccination and boosters (per CDC guidelines) are required to work at NWR.
- This is primarily a human-involved position. Hours working directly with wildlife will be minimal.
- This position runs through mid-September 2023. An opportunity for permanent employment may become available after that time.

Nebraska Wildlife Rehab, Inc. is an Equal Opportunity Employer. Background checks are conducted on all employees and are a requirement for employment.