



Job Title: Wildlife Hotline & Intake Coordinator
Position Type: Full-time
Employment Status: Hourly, Non-Exempt

Compensation: Negotiable, based on experience
Benefits: Available after 3 months of continuous employment
Application Deadline: May 15, 2021 (*Position may close earlier if filled.)
Position Start Date: On or after June 15, 2021

Please submit your resume and cover letter to:

Laura Stastny, Executive Director

E-Mail: info@nebraskawildliferehab.org

Mail: Nebraska Wildlife Rehab, Inc.

Attn: Laura Stastny

PO Box 24122

Omaha, NE 68124

(Mailed inquiries must be received by the application deadline.)

Job Description:

The Wildlife Hotline & Intake Coordinator 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 social media and assisting the public in those inquiries (wildlife issues, donations, speaker requests, etc.) This position will train and supervise volunteers to assist in those duties as well.

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

Secondarily this employee will assist the Executive Director with donor management, tax receipting, grant reporting, and other tasks, and help coordinate events, including ticketing and logistics. This person will also assist other employees with administrative and office-related tasks, including copying, mailing, and supply ordering.

Primary Duties:

- Manage the public telephone hotline, including developing and updating SOPs and training and supervising volunteers in this position.
- Handle public walk-ins and animal drop-offs.
- Answer public inquiries by e-mail and through social media.
- Manage NWR's store for fundraising, including inventory, ordering, and sales. Store is available online and in the Wildlife Center.
- Assist public with all types of inquiries, including nuisance wildlife, rescues, donations, and education requests.
- Assist Executive Director with administrative duties, including donor management, tax receipting, grant reporting, and other duties as assigned.

Other Duties

- Assist in coordinating special events, including Bat Release, fundraisers, and other community collaborations with a primary focus on the administrative duties associated with events.
- Assist co-workers with administrative and office-related tasks.
- Track and order office supplies for Wildlife Center.
- Serve as a community ambassador for NWR and native wildlife.
- Other support duties as assigned.

Skills/Qualifications

- Superior interpersonal and communication skills required.
- Advanced knowledge of native wildlife and common wildlife rescue and conflict scenarios required.
- Prior volunteer or staff supervision experience preferred.
- Advanced proficiency 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.
- Self-starting and extremely organized.
- A desire to help people, as well as animals, is a must.
- Demonstrated professionalism and flexibility - NWR is a fast-paced and changing environment.
- Requires level-headed problem solving and an aversion to drama.

Education & Experience

- Bachelor's degree in natural sciences or education preferred.
- Preference will be given to those with wildlife rehabilitation experience.
- Personnel management experience preferred.

Physical Demands

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

Other Notes

- Weekend and evening hours will be required.
- Vacation time may be less available during our busiest months (May through August).
- This is primarily a human-involved position. Hours working directly with wildlife will be minimal.

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