



Position: Wildlife Helpline & Rescue Assistant
Hours: 32-40 hours/week
Dates: 6 - 16 weeks contracts between April 26th – September 25th
Pay: \$14.60 an hour (\$15.20 from June 1st)
Closing: once filled

Want to make a difference for wildlife?

Do you thrive on interacting with people? Are you a people person?

We are seeking enthusiastic, hard-working young people to educate and support members of the public who find animals in distress. Join our Support Centre team and make a difference for over 4,000 injured and orphaned baby birds this summer!

Established in 1979, Wildlife Rescue Association of BC is a leader in the rehabilitation of wild animals in the urban environment and is committed to educating the public on how to coexist peacefully with urban wildlife. We are BC's busiest wildlife rehabilitation centre, with over 4,600 animal 'clients' and 24,000 phone calls coming into the Wildlife Support Centre each year. We are located in the beautiful Burnaby Lake Park in Burnaby, BC.

Positions are made available through the federal Canada Summer Jobs program, administered by Service Canada.

To be eligible, applicants MUST:

- Be between 15 and 30 years of age at the start of employment;
- Be a Canadian citizen, permanent resident or person to whom refugee protection has been conferred under the Immigration & Refugee Protection Act for the duration of the employment; and
- Have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial legislation and regulations.

Responsibilities

The primary goals of the Support Centre team are education, prevention, and response. Team members will assist the public with wildlife inquiries and coordinate the arrival of wildlife-in-need to the on-site wildlife hospital for treatment and care.

Assistants will share their time between the helpline call centre and the admissions desk. Wildlife Helpline calls are dealt with in a timely, professional, and friendly manner in order to provide members of the community with sound advice while making appropriate

choices for the wildlife and the environment. Assistants will coordinate daily rescues and releases of wildlife by communicating with the rescue teams and the public involved, as well as developing risk assessments and rescue and release plans for successful outcomes. The role requires a strong emphasis on customer service and public education.

Wildlife Helpline & Admissions

- Represent Wildlife Rescue in a positive manner as the first point of contact to the public
- Work with a small team of staff and volunteers to respond to 200 incoming calls per day on the Wildlife Helpline
- Provide direction and education to members of the public regarding injured or orphaned wildlife, species-specific behaviours and common human-wildlife conflicts
- Work with the team to assess wildlife cases need for treatment and care
- Act as the liaison between the front-of-house and the Wildlife Hospital
- Discuss the benefits of donating with finders and members of the public

Coordinating Rescues, Transports, and Releases

- Use the volunteer database to dispatch transport volunteers who provide daily transportation of injured and orphaned wildlife to Wildlife Rescue
- Use mapping software to coordinate rescue volunteer teams responding to high-risk situations
- Liaise with hospital staff and volunteers to coordinate the successful release of rehabilitated wildlife and provide finder updates
- Grow and maintain relationships with partner organizations

Data Entry & Collection

- Follow precise data collection procedures when collecting pertinent information and paperwork for wildlife intakes
- Track and monitor all calls and wildlife situations using the helpline database
- Enter all incoming patient information into the wildlife medical database for communication and tracking purposes

Additional Responsibilities

- Support and train volunteer as necessary
- Assist in the collection, distribution and storage of in-kind donations
- Facility clean-up and inventory control
- Assist the communications team with researching and writing educational pieces for the website, newsletters and social media.
- Assist with other administrative projects as necessary

Requirements

We want to hear from you if you have the following *essential* qualifications:

- Excellent communication skills

- Good organization and time management
- Ability to prioritize and solve problems with resources provided
- A willingness to take initiative and work independently
- Ability to quickly learn and navigate new information
- Ability to follow strict protocols and operating procedures
- Basic computer skills including use of MS Office programs
- Proven reliability
- Patience and compassion
- Passion for wildlife and alignment with WRA values
- Comfort around small birds and mammals
- Able to work 4-5 days per week, which can include weekends
- Reliable transportation to Wildlife Rescue
- Willingness to work on-site during the COVID-19 pandemic and abide by safety protocols

Our *ideal candidate* may have some or all of the following qualifications:

- Experience working in a fast-paced, dynamic environment
- Experience in customer service, call-centre or public-facing role
- Leadership experience
- Knowledge of wildlife and animal behaviour
- Interest in pursuing a career in wildlife rehabilitation
- Open availability for the summer

Benefits

Why you should apply:

- Be part of a small team who shares your passion for wildlife
- Make a difference for urban wildlife in your community
- Increase your knowledge of local bird species and how to cohabit with urban wildlife
- Drastically improve your skills in communication, customer relations, and administration
- Receive ongoing training in species-specific and seasonal wildlife behaviours, natural history, rescue techniques and zoonotics for public safety.
- Learn about the field of rehabilitation and network with other animal care centres in the Lower Mainland
- Build your resume!

To Apply

Submit your cover letter and resume together in a single pdf file using our online form. Applications for more than one position at Wildlife Rescue are accepted.

As part of our hiring process, you are required to answer a few preliminary questions. Please click on the link below to complete the form. Once completed, hit the “Submit”

button at the end of the form. All candidates are required to complete this form in order to move forward in the competition. Failure to do so will result in your application remaining incomplete.

[Preliminary Application Questions](#)

Please be advised that **only short-listed candidates will be contacted** for interviews, but Wildlife Rescue would like to thank all applicants in advance for their interest.

Learn more about this position from our previous [Wildlife Helpline & Rescue Assistant in this Blog](#)