



<b>Position:</b>	<b>Support Centre Manager</b>
<b>Hours:</b>	<b>32-40 hours/week, permanent</b>
<b>Compensation:</b>	<b>\$19-23/hour, employee benefit package</b>
<b>Preferred start date:</b>	<b>Mid-December</b>

- ❖ Are you looking for a meaningful career in a fast-paced environment?
- ❖ Are you interested in contributing to a great cause and making a difference in the lives of British Columbia's native wildlife?
- ❖ Are you interested in leading the development of one of the busiest wildlife support centers in Canada?

Wildlife Rescue is seeking a driven and motivated individual to take on the important role of Support Centre Manager to grow this program and lead a team of dedicated staff and volunteers.

#### **Who is Wildlife Rescue?**

For over 40 years, Wildlife Rescue Association of BC has been a leader in wildlife rehabilitation, and education in British Columbia. We are BC's busiest wildlife rehabilitation centre, with over 5,500 wildlife patients a year and over 32,000 incoming phone calls to our Support Centre annually.

#### **About the Role:**

This regular full-time position is ideal for a customer service or communications professional interested in applying their leadership skills to support wildlife in a dynamic, public engagement setting. Our goals are to keep healthy animals in the wild, rehabilitate injured and orphaned wildlife, returning them to their habitat, and educate the public on ways to coexist with wildlife.

The Wildlife Rescue Support Centre is a fast-growing program that will provide the right candidate an opportunity to use their leadership and creativity to continue this key development. As the first point of contact for the public, this program supports the thousands of injured, orphaned, and pollution-impacted animals Wildlife Rescue receives each year while delivering important education and outreach to the public. The Support Centre manager will work with Support Centre staff and volunteers in the daily coordination of wildlife rescues and releases, admission of animals to our hospital, and management of our busy helpline that provides support to animals in need across the province! The focuses of this position are on building positive relationships with the public and partner organizations, supporting the flow of information to other departments within Wildlife Rescue, establishing exemplary record-keeping, and increasing the welfare of urban wildlife through education.

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

- Experience in customer service or call centre
- Excellent communications and relationship building skills
- Drive to develop yourself and your colleagues
- Excellent leadership skills, acting as a coach, mentor, and resource to team members
- Ability to excel in a fast-paced, dynamic team environment
- Ability to easily prioritize tasks and manage multiple deadlines
- Strong organizational and time-management skills with attention to detail
- Experience in community engagement and public outreach
- Experience in the daily supervision, training and education of volunteers and students
- Proficiency with Word, Excel, and database programs
- Ability to work flexible shifts, including weekends and statutory holidays (no overnight shifts)

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

- A diploma/degree in communications, or similar discipline
- Interest in native wildlife in BC, particularly the Lower Mainland region
- Experience in establishing standard operating procedures or protocols
- Experience in Fund Development

**Why Should You Apply?**

- You love wildlife and care about human impacts on them
- You would like to work in one of the busiest wildlife rehabilitation centres in Canada
- You appreciate and want to fully participate in a culture of respect, social intelligence, and appreciation among staff and volunteers
- You enjoy a collaborative and philanthropic work environment with highly dedicated and enthusiastic board members, staff, and volunteers
- Opportunities to learn and grow
- Salary is commensurate with qualifications and experience

Submit your cover letter and resume together in a single pdf file using our online form [here](#) or by copying and pasting this link into your browser:

<https://app.smartsheet.com/b/form/cb2612f9c66c4657871a40a4907ac648>

Please be advised that only short-listed candidates will be contacted for interviews, but we would like to thank all applicants in advance for their interest. **Application Deadline: November 20, 2021.**