

## Support Centre Coordinator



**Hours:** 40 hours/week  
**Pay:** \$19-20.55/hour  
**Closing:** September 19, 2022

Established in 1979, Wildlife Rescue Association of BC is a leader in the rehabilitation of wild animals and is committed to educating the public on how to coexist peacefully with wildlife. Located in Burnaby, BC, we are western Canada's busiest wildlife rehabilitation centre, with over 6,000 animal patients admitted each year.

The Wildlife Rescue Association of BC is located on the ancestral and unceded homelands of the hən̓q̓əmi̓n̓əm and Skwxwú7mesh speaking peoples. We are grateful for the opportunity to be on this beautiful, shared territory.

### About the Role

We have an exciting opportunity for a Support Centre Coordinator to join our committed team. The Support Centre Coordinator performs essential duties to ensure the delivery of the Support Centre programs including the coordination of wildlife rescues and transports, wildlife admissions, wildlife helpline operations, record keeping, communications and outreach, fund development, and program development. Through leading the daily activities of the Support Centre, the Coordinator ensures that wildlife receives time-sensitive attention, and that the public receives supportive information regarding urban wildlife while building essential relationships.

### Responsibilities

- Organize and coordinate daily tasks involved in operating the Wildlife Helpline
- Coordinate the daily tasks involved in rescue, transport, transfer, release and reunions of wildlife
- Plan, develop and implement training and associated materials for staff and volunteers involved in the program
- Contribute to the formation and development of trusting relationships with partner organizations, wildlife finders and donors
- Identify and build trusting relationships with government agencies, other animal organizations, veterinary businesses, educational institutions, corporations, philanthropic organizations, and individuals, that are most meaningful to the program
- Ensure appropriate policies, protocols and standard operating procedures are developed, adhered to, and reviewed, in collaboration with senior staff and volunteers
- Supervision and training of (seasonal) staff and volunteers
- Ensure appropriate and effective record-keeping systems are devised and maintained

### Qualifications & Experience

- Degree or certificate in communications, biology, or similar discipline
- Experience working in a fast-paced, dynamic environment (restaurant, retail)
- Excellent communication and relationship building skills
- Strong organizational and time-management skills with attention to detail
- Experience or interest in community engagement and public outreach
- Patience and compassion
- Ability to work evenings/weekends
- Computer skills Word, Excel, and database programs

### Desirable Assets

- Knowledge of British Columbias birds and native wildlife
- Passion for education and teaching others
- Experience setting up standard operating procedures and protocols
- Experience in the field of wildlife rehabilitation
- Experience in customer service or call centre environment

### Benefits

- Become part of a passionate and dedicated team committed to making a difference in the lives of local wildlife
- Learn more about Wildlife Rehabilitation and British Columbia's wildlife species
- Expand your knowledge and skills in administration, public education, customer service and community relations
- Employee benefits package

### Equity, Diversity, and Inclusion

It is WRA's policy to provide equal opportunity for all qualified employees and applicants for employment without regard to race, colour, religion or creed, gender, age, disability, national origin, language, political belief, criminal record, pregnancy, marital status or sexual orientation. Reasonable accommodation will be made for persons with disabilities.

This policy applies to hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

If you need assistance or an accommodation, you may contact us at [recruitment@wildliferescue.ca](mailto:recruitment@wildliferescue.ca).

### To Apply

Submit your cover letter and resume together in a single pdf file using our online form [HERE](#) or by copying and pasting the following link:

<https://app.smartsheet.com/b/form/5a1ea8c6606349ad983578c950cc7064>.

Applications for more than one position at Wildlife Rescue are accepted.

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.