



Let your career SOAR with Wildlife Rescue!

Are you interested in being part of a PURPOSE-DRIVEN team with a passion for animals and wildlife?
Do you want to join a fast-growing organization making a big impact in BC?

We are looking for a **Community Relations Administrative Assistant** to join our team.

Wildlife Rescue values work-life balance; we offer numerous values-driven employee perks and benefits to support our employees in being their best selves both in and out of the workplace.

Position Profile:

Our Community Relations Administrative Assistant is responsible for leading the collection, entry and organization of data within Wildlife Rescue's Salesforce CRM, supporting donor inquiries and providing administrative communications. This role requires regular in-person attendance at Wildlife Rescue's Burnaby location; however, hybrid opportunities may be available dependent on the candidate's experience.

Position Type: Full-time (40 hrs/week), permanent

Compensation: \$22.00 - \$24.00

Who YOU are:

You are detail oriented with a passion for process improvement and meaningful impact. You have a strong background in data systems and CRM management, especially Salesforce, and you thrive on keeping information accurate, organized and actionable. Whether it's building efficient workflows, fielding donor enquiries with warmth, or keeping membership data in top shape, you bring both precision and personality to everything you do.

Who WE are:

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 around 5,000 animal patients admitted each year.

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

Employee Perks and Benefit:

- Remote work opportunities (dependent on position)
- Professional development funding and opportunities
- Room for career growth
- 3 weeks paid vacation to start
- A competitive extended medical and dental benefits plan, which includes:

- Teladoc medical services
- Employee Life insurance
- Travel protection outside of Canada
- Access to a variety of paramedical health services including counselling, chiropractors, massage therapists and more.

Highlight of Key Responsibilities

- Entering, managing, and organizing data in Wildlife Rescue's Salesforce CRM database.
- Designing, documenting, and implementing new processes.
- Responding to donor enquiries.
- Managing the phone line and email inbox for donor inquiries.
- Managing memberships.
- Administering tax receipts.
- Leading administrative communications.
- Assisting the Advancement Team with other tasks as assigned.

Key Qualifications & Experience

- Certification or Bachelor's degree in business administration, or similar discipline.
- Data systems experience with a deep understanding of the CRM Salesforce.
- Experience in a fundraising work environment.
- Comfortable engaging with the public in person, over the phone, and by email.
- Customer service mindset with a genuine interest in helping others and the ability to build and maintain positive relationships with diverse stakeholders.
- Warm, approachable, and empathetic communicator with strong interpersonal and communication skills.
- Strong IT skills with proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and experience with relevant software applications.
- Strong time management skills with the ability to prioritize and be highly adaptable to changing priorities.
- Strong organizational skills with the ability to prioritize tasks and manage time effectively.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Positive attitude and willingness to collaborate with team members to achieve shared goals.
- Experience performing financial reconciliations and/or bookkeeping duties, an asset.
- OR the right combination of skills and experience—we are looking for the right fit for our team and encourage all interested candidates to apply.

To Apply

Submit your cover letter and resume together in a single PDF file using our online form.

<https://app.smartsheet.com/b/form/01983a1419787b3f861d850461afd452>

If you have any questions, please feel free to contact us at recruitment@wildliferescue.ca

Note:

- All candidates must be willing to submit proof of current tetanus and to obtain a criminal record check as per policy.
- Wildlife Rescue is an Equal Opportunity Employer committed to Diversity, Equity, and Inclusion. For more information or if you need assistance or accommodation, you may contact us at recruitment@wildliferescue.ca.