



Job Title: Wildlife Helpline Specialist

Employee Classification: Hourly (Non-Exempt, Full-time)

Reports To: Manager of Wildlife Rehabilitation

Position Summary:

The Wildlife Helpline Specialist works in the Wildlife Rehabilitation Clinic and is primarily responsible for answering calls to the Wildlife Helpline, receiving patient intakes from finders, responding to Wildlife Clinic emails, corresponding with other organizations regarding patients and finders, entering clinic data and creating reports, and maintaining cleanliness of the clinic lobby. The Wildlife Helpline Specialist may also be assigned to perform intake exams, provide medical care, perform husbandry duties, and perform general housekeeping duties within the clinic and related areas.

Essential Functions:

- Wildlife Helpline and email- Effectively responds to questions and requests via the Helpline and email and provides updates to finders. Corresponds with other wildlife professionals regarding patients and wildlife situations as needed.
- Clinic intakes- Collects information from finders, solicits donations, and receives patients arriving at Clinic. May be assigned to perform or assist with intake exams.
- Data entry and reports- Enters data into databases and creates reports.
- Housekeeping- Maintains and cleans Clinic lobby area. May be assigned additional housekeeping tasks throughout clinic such as sweeping, mopping, dishes, laundry, disinfection, bathroom cleaning, etc.
- Animal husbandry- When assigned, follows animal husbandry and care protocols to provide daily care, including: feeding, cleaning, setting up appropriate habitats, providing enrichment, observing and documenting animal behavior and physical condition, record keeping, capturing and restraining animals, and transporting animals. Follows protocols to hand-rear neonates.
- Wildlife medical care – When assigned, follows treatment plans for patients, including: administering medications and fluids; tube-feeding, wound treatment, fracture treatment, and providing physical therapy. May perform fecal exams.
- Communication – Effectively communicates updates, issues and needs with team members and Manager in a timely manner. Effectively communicates pertinent information to volunteers and interns.
- Programs and events – Participates in, supports, and/or leads Howell Nature Center programs and events as assigned.
- Special projects as assigned by Manager, Director and CEO.

Entry Requirements

Knowledge of native Michigan wildlife; ability to communicate effectively with callers, finders, team members and other wildlife professionals; ability and experience in providing care for wildlife; ability and experience in capturing and restraining wildlife; knowledge of and ability to provide medical care for injured and orphaned wildlife; ability to enter data and create reports; ability to clean and maintain facility; ability to remain calm under pressure; integrity, adaptability, problem-solving, judgment, and patience.

Job Specifications and Physical Requirements:

The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications:

- At least 18 years of age.
- Minimum of 6 months of wildlife-related experience.
- Bachelor's Degree in related field preferred

Language Skills:

- Ability to read and interpret records and instructions. Ability to write reports, business correspondence, and detailed records. Ability to effectively present information and respond to questions from supervisors, volunteers and the general public.

Technical/Mathematical Skills:

- Ability to calculate figures and amounts such as medication dosages, proportions, percentages, and volume.

Animal-Related Skills and Requirements:

- Ability to observe and interpret animal behavior, body posturing, and symptoms of injury and illness.
- Ability to safely capture, restrain and handle wildlife from all taxonomic groups.
- Ability to work calmly around animals during high-pressure situations such as emergencies and escapes.

Physical Requirements:

- The physical demands described here are representative of those that must be met by an employee to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee is occasionally required to sit. The employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and smell. The employee must frequently lift, push and/or pull up to 25 pounds and occasionally lift, push, and/or pull up to 50 pounds. Specific vision abilities required by this job include close and long-distance vision

Working Conditions:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently exposed to wet and/or humid conditions, moving mechanical parts, and outside weather conditions. The noise level in the work environment is usually moderate.
- While performing the duties of this job, the employee is frequently exposed to dangerous animals and animals with risk of zoonotic disease transmission.

Compensation:

- \$12.50 per hour