



Volunteer Position Descriptions 2019 Wildlife Hotline Coordinator

WILDLIFE HOTLINE COORDINATOR

Purpose

These volunteers help to support our clinic team with inquiries about injured and orphaned native wild birds in the tristate area. They greet the public in person and on the phone, help answer questions and provide information, admit bird patients, and other public education needs. These tasks are done with the support and direction of staff and other experienced volunteers. Training will be provided by Mentor Volunteers and the Volunteer Services Manager.

This Opportunity Is Available to People Who:

- Enjoy talking to new people and educating the public about wildlife
- Are well spoken, pleasant, and polite
- Are at least 16 years of age
- Can operate a computer and phone system
- Are comfortable with computer data entry and maintaining records
- Are able to handle and process sensitive information
- Want to help be part of rescuing birds
- Those who can serve a minimum of one 5-hour shift a week are preferred, but not a requirement

Examples of Tasks Performed by the Wildlife Hotline Coordinator

- Professionally represent Tri-State Bird Rescue & Research
- Answer phone calls and emails in a timely and orderly manner, providing instructions and information to the public
- Greet the arriving public
- Receive and intake birds for admission; obtain a history of the patient
- Arrange transportation for injured/orphaned birds
- Make referrals to other rehabilitators and other sources as needed
- Provide office support to the clinic staff and volunteer manager, as needed

Time Contribution

- Volunteers are expected to serve at least 4 shift a month.
- Volunteers are needed for shifts between 9 a.m. to 5 p.m. daily throughout the year.
- Volunteers are expected to commit to a minimum of 6 months of service.
- All volunteers must complete a New Volunteer Orientation

Volunteer Benefits

- Opportunity to meet and interact with people with similar interests; make new friends and contacts.
- Opportunity to assist our Clinic team to admit and receive injured or orphaned birds.



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- Opportunity to learn and expand knowledge of native bird species.
- Opportunity to be part of a dynamic team of staff, interns, and fellow volunteers joining together to give wild, native birds a second chance at life