



## Volunteer Position Descriptions 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, staff, and the Volunteer Services Manager.

#### **This Opportunity Is Available to People Who:**

- Are at least 18 years of age
- Enjoy talking to new people and educating the public about wildlife
- Are well spoken, pleasant, and polite
- Can successfully operate a computer and a multi-line phone system
- Are comfortable with computer data entry and maintaining records in a busy work environment
- Are able to handle and process sensitive information
- Want to help be part of rescuing birds
- Those who can serve a minimum of one 4 hour shift a week

#### **Examples of Tasks Performed by the Wildlife Hotline Coordinator**

- Professionally represent Tri-State Bird Rescue & Research
- Answer phone calls on a multi-line system and emails (Outlook) in a timely and orderly manner, providing accurate instructions and information to the public
- Greet the arriving public in a timely manner
- Receive and intake birds for admission; obtain a history of the patient
- Accurately create patient charts and maintain hotline call log
- Arrange transportation for injured/orphaned birds
- Make referrals to other rehabilitators and other sources as needed
- Capable of working in a fast paced environment and learning how to prioritize tasks
- Provide office support to the clinic staff and volunteer manager, as needed
- Are kind, compassionate, and empathetic during all conversations and interactions

#### **Time Contribution**

- Volunteers are expected to serve at least 4 shifts a month. Each shift must be a minimum of 4 hours.
- Volunteers are needed for shifts between 9 a.m. to 5 p.m. daily throughout the year. Shift times are 9 a.m. to 1 p.m. and 1 p.m. to 5 p.m. daily.
- Volunteers are expected to commit to a minimum of 12 months of service.



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### 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.
- 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.

### To Apply

- For an application, please email [volunteer@tristatebird.org](mailto:volunteer@tristatebird.org)
- Application windows are: March 1 to March 31, with training in April AND November 1 – November 30, with training in December.
- All new volunteers must first complete New Volunteer Orientation before role specific training begins.
- All training must be completed in the timeline provided.