



**Title:** Wildlife Hotline Receptionists: May-August Employment

**Employer Details:**

Calgary Wildlife Rehabilitation Society (Calgary Wildlife) is a registered non-profit established in 1993 to provide professional care for wildlife rehabilitation. Our goal is to Rescue, Rehabilitate and Release –the three R’s of responsible wildlife management. CWRS is an accredited veterinary wildlife hospital located within The City of Calgary. Each year we receive over 2,400 injured or orphaned wild animals and respond to thousands of wildlife-related calls from the public.

**Job Description:**

Calgary Wildlife has an exciting opportunity for motivated Wildlife Hotline Receptionists. Under the supervision of senior wildlife staff, the Wildlife Hotline Receptionist is responsible for providing accurate recommendation related to wildlife concerns, being a good neighbor to wildlife, wildlife rescue/pick-up coordination and assisting in daily operations of the facility. This position requires weekday, weekend and evening work and is physically demanding. Successful candidates can expect to be challenged and gain knowledge in wildlife encounters, provincial regulations, admission of patients, public interactions and record-keeping. This is a unique experience in our hands on, fast-paced work environment.

**Responsibilities include:**

Communicate the protocols and regulations with respect to wildlife interactions with the public based on Alberta Environment and Parks regulatory guidelines. Learn over 400+ species distress behaviors and teach the public when to intervene or not.

Record keeping of wildlife calls and wildlife treatment records when needed. Ensure volunteer work is properly recorded

Exceptional customer service when communicating with the public/veterinary clinics regarding wildlife concerns and transfers of animals to Calgary Wildlife

Coordinate volunteers for assignments and rescue pick ups

Adhere and maintain Covid-19 safety protocols

### **Qualifications/Requirements:**

Applicant must be 18 years of age or older

Preference given to B.Sc. (Biology, Ecology, Zoology, Animal Health)

Preference given to those with customer service background

Have a passion for wildlife rehabilitation, husbandry, veterinary medicine, wildlife conservation, ecology, or related field.

Strong work ethic, dependable, honest

Work well as a team and under minimal supervision

Strong communication skills (both written and verbal English) and professional telephone etiquette

Ability to work under pressure and multi-task

Position requires physically fit candidates (must be able to lift 30 - 50lbs)

Must be available to work days, evenings and weekends, During the summer months Calgary Wildlife is open 7am – 9pm, 7 days a week.

Work safely, and train others accordingly

\*The number of positions being offered depends on the money received from Canada Summer Jobs Grant. As such applicants must meet the employee eligibility set out by Canada Summer Jobs Grant <https://www.canada.ca/content/dam/canada/employment-social-development/services/funding/csj2021-applicant-guide.pdf> which includes:

- Must be 30 years of age or younger as of May start date.
- Be a Canadian citizen, permanent resident or person to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act* for the duration of the employment; and
- Have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

**Salary: \$15.00/hr**

If you are interested in this exciting opportunity at Calgary Wildlife, please submit your resume, 1-page cover letter and availability via email to [admin@calgarywildlife.org](mailto:admin@calgarywildlife.org) by **March 24, 2021** \*If you are interested in more than one position please include all position you are interested in, in the subject line of your email. You will only be considered for the positions you apply for. No phone calls please.