



7101 Barcellona Drive, Gaithersburg, MD 20879
www.SWC.org EIN: 52-1927600

JOB POSTING:

PART-TIME WILDLIFE ADMISSIONS & RESCUE HOTLINE ASSISTANT SCHEDULING FLEXIBILITY (SUNDAY availability preferred) up to 12 hours/week STARTING SALARY \$18.00/hour

Love wildlife? Want to see and help injured, ill, and orphaned animals? Second Chance Wildlife Center, a beloved and respected 501(c)3 non-profit wildlife rehabilitation facility currently located in Gaithersburg, Maryland, has an immediate opening for a **part-time Wildlife Admissions and Rescue Hotline Assistant working up to 12 hours/week at a starting salary of \$18.00/hour.**

The selected applicant will be responsible for: Answering calls to our Wildlife Rescue Hotline (we provide scripts and training) as well as general phone inquiries; Assisting members of the public with required paperwork when they bring wildlife to our facility for care; and entering basic patient admissions information into our computer database.

Although Second Chance Wildlife Center will provide training, some experience in wildlife rehabilitation or animal services is preferred.

The selected candidate's duties will include:

- Participating in required training sessions and studying our wildlife rescue guide. **Note: Paid training sessions for this position would include 12-16 hours over several weekdays prior to starting.**
- A commitment to **up to 12 hours/week of on-site service between core hours of 10PM-4PM (Sunday availability preferred)**, with possibility of mutually agreed upon additional hours, if needed;
- Answering phones, often at an incredibly rapid pace, and email inquiries - and providing wildlife rescue information/education per Second Chance's scripts and approved standard operating procedures, treating each caller with patience and understanding;
- Adhering to SCWC policies and procedures, and providing guidance to the public that follows guidelines of the Maryland Department of Natural Resources, the US Fish and Wildlife Service and Second Chance Wildlife Center;
- Representing Second Chance in a positive and professional manner when dealing with the public and with our partner organizations (animal services divisions, state wildlife officers, other wildlife rehabbers, etc);
- Ensuring that people bringing patients to our facility properly complete required forms;
- Assisting in moving patients from the admissions area to the exam room – often carrying them in boxes, crates, etc. per our protocols;
- Accurately entering patient admission form information into our patient database.

Qualifications and Requirements:

- Ability to work efficiently and quickly in a fast-paced, sometimes stressful environment
- Ability to work collaboratively and successfully with people across a wide array of personalities and roles (leadership, staff, volunteers, interns, animal services officers, and members of the public)
- Experience in animal care and the desire to explore a career in wildlife and/or animal care is a plus
- Attention to detail, strong organizational skills, and an ability communicate clearly and concisely
- Reliable and arrives on time and as scheduled
- Ability to follow written and oral instruction to the letter

To apply, email your cover letter and resume (all in one PDF document) to: Careers@scwc.org with "SUNDAY ANIMAL ADMISSIONS ADVISOR" in the subject line. In order to keep our phones open for animal rescue emergencies, **telephone inquiries about this position will not be accepted.** We look forward to hearing from you via email! Learn more about Second Chance at www.SWC.org