



Front Desk Position June 2024

The Wildlife Center of Virginia is an internationally acclaimed teaching and research hospital for wildlife and conservation medicine, located in Waynesboro, Virginia, in the heart of the Shenandoah Valley. The Center's mission is to "teach the world to care about and care for wildlife and the environment." Since its founding in 1982, the Center has cared for nearly 100,000 wild animals, representing 200 species of native birds, mammals, reptiles, and amphibians. The current annual caseload averages about 3,800 patients.

The Wildlife Center has a professional staff of about 30 individuals who work together in the veterinary, outreach, development, and operations departments. While each of these departments carries out different functions, all staff work closely together as a team to support one another and the Center's overall mission.

Position Description

The front desk team is a part of the Outreach and Education Department; front desk coordinators act as the voice of the Wildlife Center to the public by answering calls, providing wildlife advice via phone and email, greeting visitors, and admitting dozens of wildlife patients each day.

The Center is currently hiring someone to work with the front desk team in one or more of the following capacities:

- A seasonal assistant position, beginning immediately and ending in September 2024;
- A part-time front desk coordinator, working two or three days a week; or
- A full-time front desk coordinator, working 40 hours a week.

Weekend work is required. The Wildlife Center is open from 9am until 5pm seven days a week.

Duties & Responsibilities

The Front Desk Assistant works alongside other members of the front desk team to assist in a range of responsibilities, including:

- Communicating appropriate advice for injured or orphaned wildlife over the phone and email
- Using creative solutions to resolve human and wildlife conflicts
- Coordinating wildlife rescue and transport across Virginia
- Admitting and physically handling new patients, and conveying details of the rescue and injuries to the veterinary staff
- Maintaining patient information database and communicating updates to rescuers via email

Qualifications & Requirements

- Commitment to wildlife, conservation, and the environment
- Professional appearance and demeanor
- Comfortable with direct handling and restraint of wild animals (training provided).
- Ability to work calmly under pressure in a fast-paced environment
- Strong communication skills, including commitment to providing helpful, accurate information
- Strong computer proficiency and customer service experience preferred
- 2023-2024 COVID-19 Vaccine
- A pre-exposure rabies vaccine is highly desirable; unvaccinated individuals may not have contact with mammals.
- Availability to work weekends is required.



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CENTER**
OF VIRGINIA

Compensation

The seasonal position is paid hourly at \$15.75/hr.

TO APPLY:

Please email your résumé, cover letter, and availability to

Connor Gillespie at cgillespie@wildlifecenter.org

or mail to:

Wildlife Center of Virginia

% Connor Gillespie

P.O. Box 1557

Waynesboro, VA 22980

No phone calls, please. Center phone lines are best kept open for wildlife emergencies.

The Wildlife Center of Virginia (WCV) is an equal opportunity employer. WCV will not discriminate against applicants or employees on the basis of race, color, religion, national origin, age, sex, pregnancy (including childbirth or related medical condition), disability, genetic information, sexual orientation, gender identity, military status, citizenship, or any other class protected by applicable law. We reserve the right to alter, change, modify, and/or terminate this job posting at any time without notice, or obligation, to any party.