



WILDLIFE CENTER OF VIRGINIA

Job Posting: Front Desk Coordinator

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 4,000 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

As part of the Outreach and Education Department, the front desk coordinator serves as the voice of the 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 busiest time for admissions and phone calls is April – August. In the fall and winter months, front desk coordinators also have the opportunity to work with the rest of the outreach department on education animal ambassador care, leading on-site tours, and writing content for the website and social media.

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

Duties & Responsibilities

The Front Desk Coordinator has a wide range of responsibilities, including:

- Communicating appropriate advice for injured or orphaned wildlife
- Using creative solutions to resolve human and wildlife conflicts
- Coordinating wildlife rescue and transport across Virginia
- Admitting new patients and conveying details of the rescue and injuries to the veterinary staff
- Coordinating releases of healed patients
- Working with volunteer transporters and permitted wildlife rehabilitators to assist with wildlife rescue
- Updating and maintaining information to disseminate to the public
- Participating in other outreach activities such as writing stories for our website, supporting our critter cams and online moderated discussion, and contributing to our professional training programs.
- Completing administrative tasks (copying, scanning, data entry, ordering supplies, etc.)
- Other duties as assigned

Qualifications & Requirements

- Commitment to wildlife, conservation, and the environment
- Ability to work calmly under pressure in a fast-paced environment



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- Strong communication skills, including commitment to providing helpful, accurate information
- Customer-service experience strongly preferred
- Strong computer proficiency preferred
- 2023-2024 COVID-19 Vaccine
- Must be vaccinated for rabies. If not vaccinated, the Center will cover costs associated with vaccinations.

Salary & Benefits: Starting at \$16.45/hour. This is a non-exempt position.

Benefits include:

- Eligible for Center's health insurance plan; Center pays half of employee's premium.
- Paid sick, personal, and vacation leave after first three months of employment.
- Pension plan and employer match to qualifying full- and part-time employees.

To Apply:

Please email your résumé, cover letter, and availability to

Connor Gillespie at cgillespie@wildlifecenter.org

or mail to:

Wildlife Center of Virginia

Attn: 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.