

Peninsula Humane Society & SPCA

Wildlife Center Administrator

Job Title:	Wildlife Center Administrator
Division:	Wildlife Rehabilitation Department
Reports To:	Wildlife Rehabilitation Assistant Manager
FLSA Status:	Non-Exempt/Non-Union/Full-Time
Salary:	\$21.22 to \$23.00 per hour

Excellent Benefits Package Available

This position is on-site in San Jose and travels to our Burlingame worksite for training.

Summary: To act as a liaison to the public on the phones assisting with all wildlife-related inquiries and requests in a positive, friendly, and professional manner. Provide accurate information for service calls related to wildlife issues in San Francisco, San Mateo, and Santa Clara Counties.

Essential Duties and Responsibilities include the following (other duties may be assigned):

- Field general information inquiries about wildlife by the public.
- Handle all incoming phone calls in a timely and professional manner and forwarding phone inquiries to their respective departments.
- When opportunities arise, counsel the public on issues related to co-existing with local wildlife, such as fledgling birds found on ground or cleaning bird feeders regularly.
- Provide assistance to other departments as assigned to ensure a positive public image, enhance the operation of the organization, and improve quality of care for animals.
- Assist Manager with special projects as needed.
- Work quickly and effectively under pressure to deliver results in a fast-paced environment.
- Communicate professionally and effectively with coworkers and the public.
- Maintain organization and cleanliness of work area. Ensure necessary supplies are stocked and equipment is functional.
- Report items for repair/replacement as needed to appropriate supervisory staff.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or equivalent; and at least six months to one year of related customer service/receptionist experience and/or training; or equivalent

combination of education and experience. Experience in office work, with administrative skills such as record keeping and typing preferred.

- Upon hire, must pass a background check.
- General knowledge of all wildlife laws and resources for San Francisco, San Mateo, and Santa Clara counties, or become knowledgeable within the first six months from hire date.
- Proficient using Microsoft Office Suite (Word, Excel, Outlook).
- Working knowledge of multi-line phone systems.
- Solid organizational and time management skills.
- Ability to work effectively in a fast-paced environment.
- Excellent communication skills, verbal and written. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.
- Must be able to maintain a professional demeanor at all times.
- Must have ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to analyze data and information and input into computer system.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Able to multitask and work efficiently and calmly under stressful circumstances. Must be able to work well in a team environment.
- Must have a flexible schedule and the ability to work on weekends and/or holidays as needed.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

They include, but are not limited to the following: regularly required to stand and walk; use hands and finger to handle or feel; reach with hands and arms; talk or hear and taste or smell; occasionally required to sit, climb or balance and stoop, kneel, crouch, or crawl; frequently lift and/or move up to 50 pounds; and vision abilities include close

vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work will be performed at desk in shared office space.

EOE/M/F/D/V/SO