

Peninsula Humane Society & SPCA Wildlife Intake Assistant (Saratoga)

Job Title: Wildlife Intake Assistant
Division: Wildlife Rehabilitation Department
Reports To: Wildlife Rehabilitation Assistant Manager
FLSA Status: Non-Exempt/Non-Union/Full-Time
Salary: \$22.00 to \$23.00/hour; depending on experience

*Excellent Benefits Package Available
This position is on-site in Saratoga.*

Summary: Act as a liaison to the public. Assist with all inquiries and requests in a positive, friendly, and professional manner. Perform all aspects of wild animal intake. Deliver incoming wildlife to hospital.

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

- Act as a liaison to all public visitors.
- Field general information inquiries about wildlife activities and the Conservation Center.
- 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.
- Generate accurate and complete paperwork related to animal intake and public inquiries according to PHS/SPCA policies and procedures.
- Assist Manager with special projects as needed.
- Maintain organization and cleanliness of intake building and surrounding areas. Ensure necessary supplies are stocked and equipment is functional to support smooth and timely animal intake activities.
- Report items for repair/replacement as needed to appropriate supervisory staff.
- 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.
- Occasionally assist with animal releases.

Supervisory Responsibilities:

May supervise volunteers. Brings any performance issues to managers.

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.

Education and/or Experience:

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, pass a background check.
- Have a valid California Driver's License with clean driving record to be insured with PHS insurance.
- Basic understanding and general knowledge of wildlife admission criteria.
- Ability to manage the emotional aspect of end-of-life services and humane euthanasia, and support staff in high-emotion circumstances.
- Able to multitask and work efficiently and calmly under stressful circumstances. Must be able to work well in a team environment and have a professional demeanor.
- Must have a flexible schedule and the ability to work on weekends and/or holidays as needed.
- Must have good working knowledge of multiple line phone systems.
- Excellent communication skills, verbal and written. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to visitors, and other employees of the organization.
- Ability to work with a diverse customer base.
- Maintain a positive, educational approach while listening to and communicating with various personality types to work towards positive adoption outcomes for the animals as well as the people we serve.
- 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.

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 fingers 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. The majority of the work performed is in a reception area setting and the noise level is usually moderate to loud. Occasionally exposed to outside weather conditions. Occasionally stressful and high-emotion environment related to humane end-of-life services.

EOE/M/F/D/V/SO