

POSITION DESCRIPTION

Emergency Response Operator – Casual

The Wildlife Victoria Emergency Response Service provides the crucial point of contact for the community to report injured, sick or orphaned wildlife in need of rescue, care or treatment. The role of Emergency Response Operator within this service is vital to Wildlife Victoria's organisational mission and purpose.

Key Objectives, Tasks & Duties

- Promptly answer calls received through the 8400 7300 Emergency Response Number and web generated cases in a professional manner.
- Follow a structured case format to ensure an orderly and measured response.
- Facilitate active rescues and transport of sick, injured and orphaned native wildlife via coordination of volunteers.
- Provide exemplary customer service and deliver timely, informed and accurate advice to community members regarding native wildlife referring to Wildlife Victoria's species solutions.
- Refer all non-native wildlife enquiries to the appropriate external organisations.
- Liaise with shelter operators, foster carers, vet clinics, DEECA, RSPCA and other animal and wildlife welfare and zoological organisations.
- Enter all reports into the Salesforce database and accurately record all necessary data regarding the case.
- Ensure all cases are followed up and "fates" (end result) are recorded accurately and in a timely manner.
- Complete efficient and clear case handover and the beginning and conclusion of every shift.
- Ensure you have read, understand and implemented all updates provided by the organisation regarding changes in policies and procedures.
- Perform additional administrative duties relating to the ERS including data cleansing, updates, corrections and other duties as required.
- Attend regular and ongoing team meetings and training and personal development sessions.
- Meet all Key Performance Indicators (KPIs) as advised.

Responsibilities & Accountability

- This role reports to the Shift Supervisor on shift, and the Operations Manager for all other matters.
- Represent the organisational values at all times in a professional, compassionate and dedicated manner and adhere to Wildlife Victoria's policies and standard operating procedures.
- To ensure a safe, supportive and collaborative working environment.
- To ensure your advice and actions support the welfare of animals and the safety of members of public.
- To attend all meetings and training days as advised.

Knowledge, Skills & Experience

- Tertiary degree or certification in wildlife, animal behaviour, environmental biology, ecology, zoology etc. is highly desirable but not essential.
- Knowledge about rescue, triage, rehabilitation and release of Native Victorian wildlife or a willingness to learn on the job.

- Knowledge of current state laws regarding animal welfare is highly regarded but not essential.
- Customer service experience (in particular, previous experience in an emergency response setting or call centre environment will be looked upon favourably).
- Competent technology skills and the ability to multi-task between different systems while actively listening to the caller.
- Excellent interpersonal skills and the ability to interact with a broad range of people including members of public, volunteers, veterinarians and other staff members.
- Strong oral and written communication skills and computer literacy.
- Ability to work effectively in a fast-paced, high-pressure environment.
- Effective time-management skills and demonstrated ability to prioritise tasks based on urgency
- Ability to maintain a rational, calm demeanour whilst dealing with stressful or potentially emotionally triggering scenarios.
- Ability to work both independently and collaboratively with peers as part of a structured team.
- High degree of dispute-resolution abilities and problem-solving skills.

Personal Attributes

- Passionate about the conservation of wildlife.
- Alignment with Wildlife Victoria's values and a willingness to work towards Wildlife Victoria's vision and mission as stated in the mission statement.
- The ability to handle graphic content and emotionally challenging situations with resilience.
- Personable, confident and well-spoken phone manner.
- Attention to detail.
- Compassionate and caring attitude.
- Reliable and committed, with a strong work ethic.

Days & Commitment

- Shifts will be scheduled between 6am - 9pm, Monday – Sunday, on a rotating fortnightly roster.
- This role requires a minimum availability for 7 shifts per fortnight.
- The service is 24/7 and options to move into overnight roles may become available.

Location

- Day shifts are performed in the Wildlife Victoria office location: Abbotsford Convent, 1 St Heliers Street, Abbotsford, VIC.
- Overnight shifts are performed from home (not part of this role but opportunities may arise).

Benefits

- Friendly, supportive and reputable not for profit organisation.
- Ongoing opportunities to learn about rescue and rehabilitation of wildlife and future opportunity to take part in wildlife rescue and transport volunteer training.
- Ability to make a real contribution to the plight of native wildlife on a daily basis.
- A Casual role with remuneration in line with the relevant Award and penalty rates and usual entitlements as per National Employment Standards.

Training & Orientation

- Paid organisational induction.
- Specific and ongoing training sessions relevant to the role.