

## POSITION DESCRIPTION

### Emergency Response Operator

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 and complete the "on screen" prompts to ensure an orderly and measured response
- Facilitate active rescues and transport of sick, injured and orphaned native wildlife via coordination of volunteers
- Provide timely, informed and accurate advice to all 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, DELWP, RSPCA and other animal and wildlife welfare and zoological organisations
- Represent the organisation at all times in a professional, compassionate and dedicated manner. Do not engage in negative or emotive responses
- Provide exemplary customer service
- Enter into the Salesforce database all reports and record accurately all necessary data regarding the case
- Maintain individual and organisational data integrity
- Ensure all cases are followed up and "fates" (end result) are recorded accurately and in a timely manner
- Adhere to Wildlife Victoria's policies and procedures
- Ensure you have read, understand and implemented all updates provided by the organisation regarding changes in policies and procedures
- Agree and uphold Wildlife Victoria's values
- Support fellow staff team members and volunteers
- Perform other ad hoc duties as directed
- Attend regular and ongoing team meetings/training sessions
- Compulsory attend counselling and evaluation sessions as directed
- Compulsory attend staff meetings
- Undertake other reasonable requests and duties that will assist with the operations of Wildlife Victoria as directed
- Meet all Key Performance Indicators (KPIs) as advised.

## **Responsibilities & Accountability**

- Adherence to all Wildlife Victoria procedures, policies and guidelines
- To ensure a safe and supportive working environment
- To never place a caller in danger or give inappropriate advice
- To attend all meetings and training days as advised.

## **Knowledge, Skills & Experience**

- Hands-on experience with wildlife is desirable
- Knowledge of wildlife rescue, triage, rehabilitation and release procedures is highly regarded but not essential
- Knowledge of current state laws regarding animal welfare is highly regarded but not essential
- Higher education in animal studies/wildlife/environment is highly regarded but not essential
- Experience in customer service
- Must be computer literate
- High degree of problem solving abilities
- High degree of dispute resolution abilities
- Strong oral and written communication skills
- Excellent interpersonal skills and an ability to interact with a broad range of people
- Good time management skills and the ability to prioritise work tasks
- Ability to work independently and as part of a team.

## **Personal Attributes**

- Calm, polite, confident and well-spoken phone manner
- Ability to maintain composure under pressure
- Attention to detail
- Ability to follow organisational procedures without interference of personal ethics or beliefs
- Alignment with Wildlife Victoria's stated values
- Ability to remain calm and objective in emergency and stressful situations
- Willingness to work towards Wildlife Victoria's vision and mission as stated in the mission statement
- Compassionate and caring attitude
- Enthusiastic, reliable and committed
- Passionate about the long-term welfare of wildlife.

## **Days & Commitment**

- Shifts are available as part of a rotating roster covering times between 7:00 am and 8:30 pm, 7 days a week, hours but may vary with seasonal demand
- Most shifts are 6 hours but may vary with seasonal demand
- Must be available for up to 3-4 shifts per week
- Must be willing to undertake ongoing training and attend staff meetings
- Must be flexible in working hours, including weekends.
- Casual role with the potential for an ongoing basis

## **Location**

- These shifts are undertaken at the Wildlife Victoria office at: Abbotsford Convent, 1 St Heliers Street, ABBOTSFORD VIC 3067

## **Benefits**

- Friendly, supportive and reputable not for profit organisation
- Ongoing opportunities to learn about rescue and rehabilitation of wildlife
- Flexible roster with options to work around other commitments within reason
- Ability to make a real contribution to the plight of native wildlife on a daily basis.

## **Training & Orientation**

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