



Community Services Coordinator

Reports To

The Community Services Coordinator will report to the Director of Outreach and Volunteer Services

Job Overview

The Community Services Coordinator's primary responsibility is to provide compassionate support to callers, rescuers, and other community members by providing knowledgeable, exemplary customer service to expand community education, manage patient admissions, and advance the Center's outreach.

Energetic professional who doesn't mind wearing multiple hats. Experienced in handling a wide range of administrative support-related tasks and able to work independently. Well organized, flexible, and enjoys the administrative challenges of supporting a wildlife center comprised of diverse people.

Responsibilities and Duties

Record-keeping and data entry:

- Maintain proficiency in all data tracking systems integral to the Center processes. Ensure the integrity, accuracy, and completeness of the animal file as a result of the intake process and subsequent client communications
- Perform and/or facilitate accurate daily data entry and maintenance of databases to maintain accurate patient count/disposition. Generate animal statistics, schedules, and other reports.
- Contribute to team effort by accomplishing related tasks as requested.

Customer service and outreach:

- Ensure that exemplary customer service is provided to clients, volunteers, and staff and that the Center's mission, services, programs, and events are actively and enthusiastically promoted. This includes resolving customer service-related issues and soliciting and utilizing promotional opportunities.
- Provide first response to customers and ensure informational materials are available and provided to the public. Identify emerging issues that require a departmental response—review processes to identify any issues that may require streamlining or improvement.
- Provide public education, via phone, in person, and email, relating to the admissions process, proper courses of action for rescued/injured animals, and volunteer/event inquiries.

Patient intake:

- Receive and admit animals to the Center, gather thorough historical information, support triage team by determining priority of triage and communicating observations of rescued/injured animal to triage personnel.
- Assist in the coordination of patient reneating and reuniting efforts.
- May be asked to assist in wildlife triage.
- Dispatch volunteer rescue team or drive company vehicle as requested.

Other:

- Assist with recruitment, training, onboarding and oversight of volunteers, including volunteer data records.
- Maintain the admissions and retail area in a clean and orderly manner.
- Handle financial transactions and balance drawer and end of day.

Qualifications

- Strong written and verbal communication skills; a persuasive communicator with excellent interpersonal and multidisciplinary project skills.
- Ability to remain calm and compassionate in stressful situations, including medical emergencies.
- Positive energy, emotional elasticity, and unrelenting stamina.
- Excellent oral, written, and public speaking communication skills.
- Must have or have the ability to expediently acquire a comprehensive knowledge of wildlife species, habitats and state and federal laws pertaining to wild animals.
- Strong knowledge of database management, Microsoft Office and use of social media.
- Highly motivated, polite, and professional.
- Ability to maintain the confidentiality of staff, donor, and constituent matters.
- Ability to move/lift up to 30 pounds.
- Must possess a valid Florida driver's license and be insurable.

Preferred requirements include:

- Associate degree in a related field or equivalent work experience.
- Bilingual – English/Spanish speaker.
- Minimum of one year of experience in the animal care field.

Work Hours

The Center operates 365 days per year, and staff will be scheduled to work weekends on a regular or recurring basis. Scheduled hours are 8:30AM to 5:30PM, with one hour non-paid lunch, with overtime pre-approved as necessary. Since all staff is considered ambassadors of the Center, there may be requirements to participate in direct customer interactions, after-hours functions, or offsite activities and events.

Benefits

This position is full-time [40 hours per week and eligible for overtime], bi-weekly accrual for up to 3-weeks of paid time off per fiscal year, holiday pay, and health insurance coverage, including medical, dental, and vision.