

## **Outreach & Volunteer Services Manager South Florida Wildlife Center (SFWC)**

### **Job Overview**

The Outreach & Volunteer Services Manager oversees the daily operations of the Outreach and Volunteer Services Department at the South Florida Wildlife Center (SFWC), ensuring efficient coordination of public-facing services, educational programming, wildlife rescue support, and volunteer engagement initiatives.

This role provides direct supervision and operational support to the department staff while ensuring the Resource Center, Ambassador Animal Program, and volunteer programs function effectively and alignment with organizational standards.

The Outreach & Volunteer Services Manager is responsible for maintaining high standards of customer service, supporting wildlife admissions and rescue coordination, ensuring compliance with departmental procedures, and fostering a positive and productive team environment. The ideal candidate is an experienced leader who thrives in a fast-paced setting, excels at balancing multiple priorities, and is passionate about wildlife conservation, public education, and volunteer engagement.

**Reports To:** Director of Outreach

### **Responsibilities and Duties**

#### **Leadership & Department Supervision**

- Oversee the efficient day-to-day operations of the Outreach and Volunteer Services Department.
- Provide direct supervision, support, and coaching to Outreach Specialists, and Program Coordinators.
- Create and manage staff schedules to ensure appropriate departmental coverage.
- Conduct onboarding, training, mentorship, and performance evaluations for departmental staff.
- Address staff concerns and performance issues and initiate corrective action when necessary.
- Assist in recruitment, interviewing, and hiring of new department staff.
- Develop, implement, and maintain departmental policies, procedures, and standard operating protocols.
- Identify workflow inefficiencies and recommend operational improvements to the Director of Outreach.
- Participate in emergency preparedness and response efforts, including hurricane operations and emergency staffing plans.

#### **Resource Center & Patient Intake Oversight**

- Ensure efficient and compassionate operation of the Resource Center and wildlife admissions process.

- Oversee patient intake procedures, ensuring accurate documentation and timely triage communication.
- Support staff in coordinating renesting, reunification, transfers, and adoptions when appropriate.
- Monitor admissions workflows and customer service quality.
- Ensure admissions and retail areas are clean, organized, and fully stocked with educational materials.
- Oversee daily financial transaction procedures and reporting.

### **Volunteer & Student Program Management**

- Oversee volunteer, intern, and extern programs, including recruitment, onboarding, scheduling, training, and retention.
- Ensure accurate volunteer records, hour tracking, and participation documentation.
- Coordinate volunteer appreciation initiatives and engagement opportunities.
- Match volunteers to departmental opportunities based on skills and organizational needs.
- Maintain communication with volunteers regarding opportunities, policies, and updates.
- Support volunteer rescue initiatives and special service projects.
- Collaborate with the Director to improve volunteer program effectiveness and growth.

### **Rescue Coordination Oversight**

- Oversee wildlife rescue dispatch operations and rescue response communications.
- Support prioritization of urgent rescue cases and ensure timely coordination with volunteer rescuers.
- Monitor rescue records and reporting accuracy.
- Assist with wildlife transport and field response as needed.

### **Outreach & Educational Programming**

- Oversee departmental support for educational presentations, community programs, tours, and outreach events.
- Ensure educational materials and ambassador animal programming meet organizational and regulatory standards.
- Support the development and continuous improvement of educational programming.
- Represent SFWC at community events and special engagements as assigned.
- Assist with donor and guest tours.

### **Ambassador Animal Program Oversight**

- Ensure proper husbandry, handling, enrichment, and recordkeeping for wildlife ambassadors.
- Monitor compliance with all USFWS, FWC, USDA, and organizational standards.
- Ensure ambassador animal readiness for educational programming.
- Coordinate with veterinary and outreach staff regarding animal care needs.

### **Administration & Reporting**

- Maintain proficiency in departmental databases and tracking systems.
- Ensure accurate reporting for outreach activities, volunteer engagement, rescue metrics, and admissions support.

- Prepare departmental summaries, schedules, and reports for the Director of Outreach.
- Maintain confidentiality of staff, volunteer, donor, and organizational matters.

### **Qualifications**

- Strong leadership and team management experience.
- Excellent written, verbal, and interpersonal communication skills.
- Strong organizational and multitasking abilities.
- Ability to remain calm and compassionate in stressful or emergency situations.
- Knowledge of wildlife rehabilitation practices and public education.
- Experience with volunteer program coordination and staff supervision.
- Proficiency in Microsoft Office, database systems, and digital communication platforms.
- Ability to work independently and collaboratively.
- Highly motivated, professional, and adaptable.
- Ability to lift/move up to 30 pounds.
- Valid Florida driver's license and insurable driving record.

### **Preferred Qualifications**

- Bachelor's degree in wildlife conservation, biology, nonprofit management, education, or related field.
- Minimum 2–3 years of supervisory experience.
- Experience in wildlife rehabilitation or animal care.
- Animal handling experience.
- Bilingual (English/Spanish) preferred.

### **Work Hours**

SFWC operates 365 days per year; staff will be scheduled to work weekends and holidays on a regular or recurring basis. Scheduled hours are typically 8:30 AM to 5:30 PM, with a one-hour unpaid lunch, with pre-approved overtime as necessary.

### **Benefits**

This position is salaried and full-time (40 hours per week), with 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.

### **How to Apply:**

Please send cover letter and resume to [HR@southfloridawildlifecenter.org](mailto:HR@southfloridawildlifecenter.org).