Outreach Specialist

South Florida Wildlife Center (SFWC)

Job Overview

The Outreach Specialist supports the daily operations of the Resource Center and the environmental education and community outreach initiatives of South Florida Wildlife Center (SFWC). This dual-function role combines high-volume wildlife admissions, public communications, accurate administrative documentation, and financial transactions with conservation education and community engagement.

The Resource Center is a fast-paced, frequently interrupted environment. Specialists must manage simultaneous calls, texts, voicemails, visitors, and wildlife admissions; prioritize urgent needs; maintain accuracy under pressure; and follow through on outstanding matters with compassion and professionalism.

The ideal candidate is proactive, dependable, organized, adaptable, and committed to teamwork, and wildlife conservation.

Reports To:

Director of Outreach & Environmental Education; day-to-day operational guidance from the Outreach Coordinator.

Responsibilities and Duties

Resource Center Operations & Public Communications

- Serve as a primary point of contact for public inquiries by telephone, text, voicemail, email, and in person.
- Manage high communication volumes while balancing walk-in admissions, urgent requests, and administrative tasks.
- Provide accurate, compassionate guidance on wildlife assistance, admission procedures, coexistence, and SFWC services using approved protocols.
- Identify urgent situations, escalate them promptly, and communicate pending matters during shift transitions.
- Track inquiries and complete assigned callbacks, messages, and follow-up tasks within established timelines.
- Maintain current knowledge of approved scripts, handouts, procedures, and communication expectations.

Wildlife Admissions & Recordkeeping

- Receive wildlife patients and document species, finder details, location, circumstances, and relevant observations accurately in WRMD.
- Communicate patient concerns promptly to triage or veterinary personnel; follow their directions for patient transfer and handling.
- Support administrative communications about patient updates, renesting, and disposition within approved procedures.
- Identify missing or inconsistent records, correct information within authority, and escalate unresolved issues.
- Follow safety, biosecurity, zoonotic disease prevention, and confidentiality protocols.
- Assist rescue communication and dispatch coordination as directed by the Rescue Coordinator or authorized staff; clinical decisions remain with qualified personnel.

Resource Center Administration & Financial Accountability

- Process approved donations and payments accurately through designated systems and maintain complete receipts.
- Complete assigned opening, closing, end-of-day reporting, and financial documentation procedures.
- Collect and report operational metrics, including admissions, communication volume, and donations, as assigned.
- Keep the Resource Center organized, stocked, clean, and ready to serve the public.
- Promptly report discrepancies, supply shortages, procedural concerns, and outstanding administrative matters.

Environmental Education & Community Outreach

- Assist with educational presentations, signature programs, workshops, tours, and community events for diverse audiences.
- Promote humane wildlife coexistence, habitat protection, conservation, and the interconnected health of wildlife, people, and the environment (One Health).
- Represent SFWC professionally at parks, schools, municipalities, and partner events as assigned.
- Prepare educational activities, materials, equipment, and supplies; support event setup, facilitation, and breakdown.
- Assist with attendance tracking, event documentation, and feedback to improve programming.
- Support education centered on conservation and responsible coexistence rather than off-site live animal ambassador presentations.

Ambassador Animal Care & Husbandry

- Perform assigned ambassador animal husbandry duties on scheduled days, including preparing and providing appropriate food and fresh water.
- Clean and maintain animal enclosures, replace substrate or bedding as needed, and keep feeding and husbandry supplies sanitary and organized.
- Observe animal behavior, appetite, and general condition during routine care and promptly report any concerns to designated animal care or veterinary staff.
- Complete assigned husbandry logs and follow established species-specific care plans, safety protocols, and handling restrictions.
- Coordinate coverage of assigned care duties when scheduling changes arise; perform animal handling or other specialized care only when trained and authorized.

Volunteer, Internship & Departmental Support

- Provide task-level guidance and reinforce approved safety and Resource Center procedures for assigned volunteers and interns.
- Communicate training needs, concerns, and procedural issues to the Outreach Coordinator or Director.
- Support assigned departmental activities without assuming ownership of volunteer recruitment, retention communications, or program administration.

Teamwork & Shared Coverage

- Crosstrain in all essential Resource Center functions and provide shared coverage based on daily needs.

- Monitor assigned work, flag incomplete tasks or barriers, and ensure appropriate follow-through or escalation.
- Communicate clearly during handoffs and collaborate with rehabilitation, rescue, development, and outreach colleagues.
- Follow approved procedures, seek authorization before changing workflows, and respond constructively to feedback.
- Perform other duties as assigned by leadership to support the operational needs, programs, and mission of South Florida Wildlife Center.

Qualifications

- Experience in high-volume public service, reception, admissions, dispatch, animal welfare, or comparable operations.
- Excellent verbal and written communication, compassionate de-escalation, and customer service skills.
- Proven ability to prioritize competing demands, multitask, stay calm during emergencies, and maintain accurate records.
- Strong organization, attention to detail, initiative, accountability, and independent follow-through.
- Computer proficiency, including Microsoft Outlook, Word, Excel, and ability to learn WRMD and other systems.
- Ability to maintain confidentiality, follow safety procedures, and work collaboratively with diverse teams.
- Ability to lift or move up to 30 pounds, with or without reasonable accommodation; valid Florida driver's license and insurability when driving is assigned.

Preferred Qualifications

- Degree or equivalent experience in wildlife biology, environmental science, education, communications, or related field.
- Experience in wildlife rehabilitation, veterinary services, nonprofit operations, or environmental education.
- Experience with financial transactions, databases, public presentations, or community events.
- Bilingual English/Spanish communication skills.

Work Hours

This is a full-time position. SFWC operates 365 days per year; schedules may include weekends, holidays, and occasional evening events. Specific hours and overtime approval are established under departmental and organizational policies.

Compensation & Benefits

Hourly compensation: $16.00 per hour. This full-time position is eligible for benefits in accordance with current SFWC policies, including paid time off, holiday pay, medical, dental, and vision coverage. Overtime, when applicable, requires prior approval.