



Let your career SOAR with Wildlife Rescue!

Are you passionate about wildlife and dedicated to making a difference?
Do you want to join a fast-growing organization making a big impact in BC?

We are looking for a **Support Centre Coordinator** to join our team.

Wildlife Rescue values work-life balance;
we offer numerous values-driven employee perks and benefits to support our employees in being their best selves both in and out of the workplace.

Position Profile:

The Support Centre Program is an important part of Wildlife Rescue that involves the coordination of rescues and transportation for wildlife in need, admission of patients to our wildlife hospital, release of rehabilitated patients, and the Wildlife Helpline which fields nearly 50, 000 incoming and outgoing communications with the public annually, providing leadership, direction, and education in wildlife-related situations.

The Support Centre Coordinator plays a key role in overseeing the efficient operation of this program. Your responsibilities will include managing the Wildlife Helpline, coordinating patient admissions to our wildlife hospital, and facilitating rescues, transport, and releases. This role is essential in ensuring that wildlife in need receive timely care while also fostering public awareness and engagement in wildlife rescue efforts.

Position Type: Full-time (40 hrs / week), Permanent

Start Date: Immediately

Compensation: \$21 to \$23 per hour, depending on experience

Who WE are:

Established in 1979, Wildlife Rescue Association of BC is a leader in the rehabilitation of wild animals and is committed to educating the public on how to coexist peacefully with wildlife. Located in Burnaby, BC, we are western Canada's busiest wildlife rehabilitation centre, with over 5,000 animal patients admitted each year. Our facility is open 365 days a year, providing care for a wide range of wildlife species.

The Wildlife Rescue Association of BC is located on the ancestral and unceded homelands of the hən̓q̓əmin̓əm̓ and Skwxwú7mesh speaking peoples. We are grateful for the opportunity to be on this beautiful, shared territory.

Employee Perks and Benefits:

- Professional development funding and opportunities
- Room for career growth
- 3 weeks paid vacation to start
- A competitive extended medical and dental benefits plan, which includes:

- Teladoc medical services
- Employee Life insurance
- Access to Mental Health services including counselling, psychotherapy, and more

Highlight of Key Responsibilities

- Organize and coordinate daily tasks involved in operating the wildlife helpline, rescue, transport, transfer, release, and reunions of wildlife
- Plan, develop and implement training and associated materials for program staff and volunteers
- Contribute to the formation and development of trusting relationships with partner organizations, wildlife finders and donors
- Identify and build trusting relationships with government agencies, other animal organizations, veterinary businesses, educational institutions, corporations, philanthropic organizations, and individuals, that are most meaningful to the program
- Ensure appropriate policies, protocols and standard operating procedures are developed, adhered to, and reviewed, in collaboration with senior staff and volunteers
- Supervision and training of (seasonal) staff and volunteers
- Ensure appropriate and effective record-keeping systems are devised and maintained
- Perform field operations, including rescue and release, as required

Key Qualifications & Experience

- Degree or certificate in communications, biology, teaching, or similar discipline
- Proven ability to lead and motivate others in a fast-paced, team environment
- Exceptional interpersonal skills, relationship-building skills, and a high level of integrity
- High emotional intelligence, demonstrating self-awareness, social awareness, and empathy
- Strong organizational and time-management skills with the ability to prioritize and be highly adaptable to changing work environments
- Experience developing and implementing standard operating procedures and protocols
- Computer skills including Word, Excel, and database programs
- Ability to work flexible shifts, including weekends and statutory holidays
- Valid British Columbia class 5 driver's license; access to a vehicle is an asset
- Knowledge of common lower mainland wildlife species, especially birds, including identification, natural history and behaviour
- OR the right combination of skills and experience—we are looking for the right fit for our team and encourage all interested candidates to apply.

Note:

- All candidates must be willing to submit proof of current tetanus and COVID-19 vaccination and to obtain a criminal record check as per policy.
- WRA is an Equal Opportunity Employer committed to Diversity, Equity, and Inclusion. If you need assistance or accommodation, you may contact us at recruitment@wildliferescue.ca.

To Apply

Submit your cover letter and resume together in a single PDF file using our online form.

<https://app.smartsheet.com/b/form/9aec8a60d2b44c0895eb09a70392951f>

If you have any questions, please feel free to contact us at recruitment@wildliferescue.ca