

## Receptionist, Wildlife Center of Silicon Valley (WCSV)

This position provides important administrative support to the Wildlife Center and serves as the first point of contact for the public, volunteers and prospective members and donors. The successful candidate will be one adept at people-intensive problem solving, and will work under the supervision of the Operations Coordinator and Executive Director, and in coordination with animal care staff.

### Summary of Duties and Responsibilities

#### Office Administration

- Provide administrative assistance to the Operations Coordinator and Executive Director.
- Assume responsibility for all typical administrative tasks, including coordination of communications with all center staff.
- Provide data entry support for animal log.
- Prepare reports as requested.

#### Reception

- Answer questions both over the phone and in person about the center and provide responses to wildlife-related inquiries and care.
- Respond to incoming calls from community members, donors, media and other community-based organizations in a professional and courteous manner.
- Intake sick, injured, and orphaned wildlife, and assist public with paperwork and donations.
- Maintain updated and accurate records of all incoming animals, including the database (at the center and in homecare).

### Minimum Qualifications

- Outgoing personality with a positive attitude and the ability to motivate others, generate enthusiasm, and get along well with co-workers, volunteers and the general public.
- Maintain good independent judgment and remain courteous, enthusiastic, and professional under pressure.
- Exhibit exceptional organizational skills and the ability to efficiently and accurately multi-task and prioritize in an environment of frequently changing priorities.
- Demonstrate initiative both with a willingness to follow directions and make difficult decisions.
- Display empathy and patience, particularly in dealing with the public.
- Very strong written and oral communication skills with a professional telephone and customer service emphasis.
- Good computer knowledge including Microsoft Word, FileMaker Pro, and Excel.
- Administrative or receptionist experience required.
- Dedication to animal protection and wildlife advocacy required.

- Knowledge of local wildlife species desired.
- Willingness to accept a flexible work schedule that may include some weekend hours.

Part-time position from April through the end of August. Salary based on experience.

Application Deadline March 15, 2010.

Email cover letter, resume / CV, and references to:

Jen Constantin  
Operations Coordinator, WCSV  
[Jennifer@wcsv.org](mailto:Jennifer@wcsv.org)  
(408) 929-9453 ext 301