



VOLUNTEER PHONE OPERATORS URGENTLY NEEDED 8am to 10pm Weekdays and Weekends

Native Wildlife Rescue

- Minimum one shift of 2 hours per week
- Home-based
- Shifts operate over a 24 hour / 7 day roster



Fauna Rescue of SA Inc ("Fauna Rescue") is a not-for-profit organisation providing native wildlife rescue and rehabilitation services. The organisation operates four 24-Hour Hotlines dedicated to saving South Australia's native wildlife and is seeking applicants keen to use their life and communication skills to service the 24-Hour General Wildlife Hotline.



As a Volunteer Phone Operator you will work as part of a team under the direction of the General Wildlife Phone Coordinator. This rewarding role will suit individuals who are passionate about native species and dedicated to improving their welfare.

The role is home-based and requires commitment to at least one shift of 2 hours per week.

Training will be provided to enable you to respond to a range of enquiries and dispatch wildlife rescuers to assist sick, injured and orphaned wildlife.

Key benefits of the role include:

- Knowing your actions help save native wildlife
- Using your valuable communication and problem-solving skills
- Gaining knowledge about native wildlife within a supportive team environment
- Supporting callers confronted with unique situations
- Enjoying the convenience of working from home

The role includes but is not limited to:

- Answering incoming calls of a diverse nature
- Providing prompt advice and referrals
- Using an internal database to organise wildlife rescues
- Responding to internal email communications and processing data entry tasks
- Maintaining records including monthly reporting

Successful applicants must:

- be over 18 years of age
- be well spoken, resourceful and able to problem-solve quickly
- have sound computer skills and access to own computer / laptop
- have access to own landline or mobile
- be committed to wildlife and willing to undertake training
- be prepared to apply for Fauna Rescue SA membership and a Police Clearance

To apply for this position or for further information, please email us at info@faunarescue.org.au, attention "Phone Team Coordinator". Please also provide your name and contact details, along with a brief summary (less than 150 words) of why you are suited to the advertised role.

