



pasadena humane society & spca

Wildlife Coordinator

FSLA Classification

Full Time, Non-Exempt, Tier 5a

REPORTS TO: Veterinary Health Director

DIVISION: Operations

DEPARTMENT: Veterinary Health

PROGRAM: Wildlife

Summary/Objective

The Wildlife Coordinator oversees the wildlife program at the Pasadena Humane Society & SPCA (PHS) and is the point of contact for all wildlife partners, as well as providing education about our wildlife programs and services. The Wildlife Coordinator is responsible for day to day operations and management of the wildlife department, including intake, in accordance with Pasadena Humane Society's mission and the laws of the State of California.

Supervisory Responsibilities: Wildlife Assistants

Job Duties and Responsibilities:

- Develop and coordinate PHS wildlife programs, including development of policies and procedures, written documents, training, identifying animal and customer service needs, assistance with programs, animal care and transport.
- Deliver exceptional care to all non-domesticated animals at PHS, including triage, routine care, feeding and humane euthanasia. Ensure a smooth operation by managing all pertinent logistics and material flow.
- Holding "rounds" with support staff to address husbandry or medical issues of current patients. Providing treatments to animals as needed. Performing necropsies or submitting specimens to advance knowledge of wildlife pathology. Identify animal care, behavior and health needs, document and report to appropriate department.
- Ensure PHS is handling wildlife according to state and federal guidelines and licensure requirements.
- Development and upkeep of treatment protocols for non-domesticated animals, including diet/feeding formulas, husbandry requirements, enclosure setup, any special medical concerns, and enrichment.
- Supervise wildlife staff to ensure excellent customer service to the public and volunteers, as well as exceptional animal care.
- Manage departmental hiring, terminations, payroll, scheduling, performance reviews, counseling, training and general productivity of the work force.
- Oversee and assist with trainings of wildlife volunteers. Ensure all interns and volunteers follow protocols and are given continuous guidance and feedback.
- Develop internal education training program for PHS staff on wildlife issues.
- Work with transfer coordinator to develop relationships with partner groups and to facilitate transport of wildlife as appropriate. Create relationships with professional



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organizations in wildlife rehabilitation, encouraging professional exchange, attending observations and keeping track of all aspect of wildlife management.

- Facilitate transport of patients to and from veterinary facilities and transfer partners.
- Ensure all supplies and consumables are ordered/delivered according to PHS purchasing process and receipts/invoices are submitted for approval.
- Maintain inventory and keep track of expiration dates.
- Keep detailed records and statistics. Process reports as needed.
- Answer public inquiries regarding wildlife. Manage wildlife hotline responses. Provide presentations to the public on wildlife issues. Proactively support callers through education about PHS programs.
- Work with outreach department to develop prevention strategies, messages and programing for the public regarding wildlife issues.
- Ensure all permits are current and all requirements for maintenance of the permits are met.
- Initiate upkeep and repair of all animal holding facilities to ensure compliance with regulation.
- Develop release strategies in accordance with wildlife regulations. Maintain release maps.
- Research and publish on topics of wildlife management, zoonotic disease and related topics.
- Regularly update placement contact database for commonly seen animals. Maintain good working relationships with contact persons.
- Document success stories for volunteers and making contributions to Scoop.
- Ensure a safe working environment and actively participate in PHS safety programs.
- Assist with animal photography upon intake and occasional animal handling.
- Proactively participate in PHS special events and functions as assigned.
- Represent PHS at outside meetings, act as a liaison with other organizations and partners as needed and assigned.
- Perform all other functions and special details as assigned.

Requirements and Qualifications

- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must participate in Mandatory All Staff Meeting every third Thursday of the month.
- Must be able to work independently with minimal supervision.
- Must provide positive, proactive customer service at all times.
- Ability to lift up to 50lbs.



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Skills and Qualifications

- Ability to work well with the public, volunteers and fellow staff.
- Computer literate.
- Bilingual a plus (Armenian, Spanish, Mandarin or Cantonese).
- High school graduate (or GED/proficiency certificate). Must be at least 18 years of age at the time of appointment.
- Must have a positive attitude and sense of humor.

Work Schedule

Must be able to work any day of the week including weekends and holidays and overtime as needed. Early hours and late shifts will be scheduled.

Working Conditions

Exposure to numerous animals (live and deceased), including those with uncertain dispositions. Heavy phone and foot traffic.

PHS prohibits discrimination against or harassment of any person employed by or seeking employment with PHS because of race, creed, religion, color, or national origin or because of age, physical or mental disability, marital status, or sex when the reasonable demands of the position do not require an age, physical or mental disability, marital status, or sex distinction. Federal law requires proof of citizenship or "alien right-to-work" status.