



Can you help save South Australia's wildlife?

Volunteer Phone Operators – Native Wildlife Rescue

- 2-10 hours per week
- Home-based
- Shifts available over 24/7 roster



Fauna Rescue SA is a not-for-profit organisation providing native wildlife rescue and rehabilitation services. The organisation operates three 24-Hour Hotlines dedicated to saving South Australia's native wildlife. Fauna Rescue SA is seeking applicants keen to use their valuable 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 currently home-based and requires commitment to at least one x 2-hour shift each week. You will be provided with training to enable you to respond to a range of enquiries and dispatch wildlife rescuers to assist sick, injured and orphaned wildlife.

"As a Fauna Rescue SA Phone Operator I enjoy the challenges involved with the large range of calls the General Wildlife Hotline receives. I appreciate the opportunity to promote wildlife awareness and enjoy sharing what I've learned with others."

- Christine, Volunteer Phone Operator at Fauna Rescue SA since 2013

Successful applicants must be/have:

- Over 18
- Well-spoken, resourceful and able to problem-solve quickly
- Sound computer skills and access to own computer/laptop
- Access to own landline or mobile
- Commitment to wildlife and phone operator training
- Prepared to apply for Fauna Rescue of SA membership and a Police Clearance



Key benefits of the role include:

- Knowing your actions help save native wildlife
- The opportunity to use your valuable communication and problem-solving skills
- Gaining knowledge about native wildlife within a supportive team environment
- The convenience of working from home

The role includes but is not limited to:

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



To apply for this position or for further information email us at info@faunarescue.org.au, attention "Phone Team Coordinator"

Please provide your name and contact details along with a brief (less than 150 word) summary of why you are suited to the advertised role.