**WRI Helpline Operator**

**Job Description**

WRI has a National Wildlife Helpline that is staffed from 8am – midnight every single day of the year.

The Helpline is used by anyone that comes across an injured or distressed wild animal, on any part of the Island of Ireland.

**Helpline Operator Role**

First point of contact for, and will answer the phone on behalf of, WRI Wildlife Hospital.

Sole responsibility for your allocated shift, for answering calls/voicemail and emails and directing them to the right person; e.g. a vet, another rehabilitator, the Hospital or a Helpline Advisor.

Input relevant data into the Wildlife Incident app.

**Helpline Duties:**

Working a 2-4-hour shift at the Hospital answering and processing calls.

Identifying customers’ needs, and providing solutions by following Helpline Operator “scripts”

Managing large amounts of inbound calls in a timely manner.

Inputting data onto a computer during your shift.

**Requirements:**

Patient and calm disposition – callers can be stressed and upset.

Excellent communication skills – callers need clear instructions.

Basic IT skills – all calls are logged on an App and voicemails come through as emails. Cases logged into a reporting system.

Ability to take instruction.

Must be able to commit to at least one 2 - 4 hour shift per week – ideally more during the summer months.

No previous wildlife experience required.

Full support provided on an ongoing basis

**Location:**

WRI Wildlife Hospital, Tara na Ri, Garlow Cross, Navan, Co Meath, C15 V9TW

**To Apply:**

Please visit www.wri.ie/volunteer to download a VOLUNTEER FORM

Then email it to wildliferehabilitationireland@gmail.com

Please put “HELPLINE OPERATOR VOLUNTEER” in the subject line.

**Extra details:**

This is a rewarding but challenging role, particularly during the Spring and Summer months. It is during these months that we require full cover on the Helpline so please bear this in mind before signing up so as not to leave gaps in the rota and thus, animals in distress unattended.

Should you choose to leave, WRI requests a two week notice period prior to your departure to enable us to find a replacement for your shifts.

The first three weeks will be a trial period to make sure the role is a good fit for you.

**Note:**

The Helpline Operator does not offer wildlife first aid advice of any kind. If you are interested in learning more about caring for wildlife, see the ‘Animal Care’ Volunteer Job description.