

Program Assistant - Wildlife Clinic Tufts University

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Posted Jan. 25, 2024, set to expire Dec. 31, 2024

Job Title	Program Assistant - Wildlife Clinic
Department	Department of Infectious Disease and Global Health
Institution	Tufts University Medford, Massachusetts
Date Posted	Jan. 25, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Communications/Public Relations Agriculture/Animal Care Administrative Support/Services
Job Website	https://jobs.tufts.edu/jobs/20074?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

The Department of Infectious Disease and Global Health combines public/population health, international medicine, wildlife and conservation medicine and infectious disease teaching and research. The department's goal is to improve human, animal and ecosystem health locally, nationally and internationally.

What You'll Do

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The program assistant is primarily responsible for managing the front desk in the Wildlife Clinic. This position will require the assistant to learn about the field of wildlife rehabilitation and about federal and state regulations governing wildlife activities.

Key responsibilities of the program assistant and our wildlife clinic include:

- Respond to public inquiries via phone or in-person regarding injured, orphaned and nuisance wildlife
- Admit patients for clinical care and coordinate any specialized care with other hospitals at the Cummings School
- Provide patient updates to public and donors as necessary; handles difficult conversations
- Manage the clinic's Wildlife Record Management Database (WRMD) by inputting patient data
- Trains others on how to use WRMD system
- Analyze data from the online database in order to provide information to Clinic personnel
- Create and maintain admittance forms to promote efficient patient admissions; process credit card and cash donations and record in Excel program
- Compile data for the State and Federal annual reports
- Keep State and Federal permits current
- Manage rabies database and coordinate rabies cases, including reporting positive, negative and unsatisfactory results and referring to epidemiology
- Act as a liaison to local, regional and national wildlife rehabilitators, veterinarians, biologists and state and federal agencies; coordinate all legal aspects of patient releases and facilitating transport of wildlife to rehabilitators throughout New England
- Provide information for law enforcement cases; maintain current list of local and regional wildlife rehabilitators
- Train volunteers, students and staff on fielding basic wildlife inquiries from the public and admitting patients; create and maintain informational materials to assist staff and students covering the front desk; coordinate Grand Rounds every two weeks for 4th year rotation students
- Work closely with the Development and Public Relations departments;
 - coordinate media inquiries and press releases with PR staff
- Provide tours to visitors and donors with a strong interest in wildlife and coordinates all donations received at the front desk with Development.
- Assist with the shipping of hazardous materials and maintains certification in shipping dangerous goods; ship samples to laboratories and communicates with laboratories about sample submission; receive clinic deliveries and sort mail
- Manage clinic calendars, monthly on-call information and submit schedule to hospital
- Organize various events at Wildlife Clinic with the Clinic Program Administrator, such as the annual Open House

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- May represent the clinic externally at meetings; manage clinic merchandise; assist Clinic Coordinator and clinical staff as needed to make sure clinic runs smoothly; helping with ordering and other duties when the Clinic Program Administrator is on vacation

The schedule for this positions is part-time and times varies with a need for 22.5 hours split over 5 afternoons, each shift lasting 4.5 hours throughout the week including a weekend day(s). A permanent daily schedule is TBD based on applicants availability and clinic's needs.

What We're Looking For

Basic Requirements:

- Associate degree
- Strong communication skills with 2 years of experience in a public-facing role.
- Valid US Driver's license.
- Proficient in Microsoft Office suite.
- Ability to lift up to 40 lbs. with or without accommodation.

Preferred Qualifications:

- Bachelor's degree with 1 or more years of veterinary and wildlife rehabilitation related experience or knowledge.
- Demonstrated ability to learn new technology

Pay Range

Minimum \$21.80, Midpoint \$25.95, Maximum \$30.10

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

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Contact

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