
Service Dispatcher

Position: Full-time, temporary, 8-to-16-week contracts. Start times vary.

Since 1993, the Alberta Institute for Wildlife Conservation (AIWC) has been dedicated to rehabilitating injured and orphaned wildlife. Accredited by the Alberta Veterinary Medical Association, AIWC serves Calgary and southern Alberta, providing critical care to the province's diverse wildlife.

As a registered charity, AIWC relies on donations and dedicated volunteers to support the rehabilitation of more than 1,700 animals annually. From hummingbirds to deer fawns, AIWC welcomes Alberta's injured and orphaned wildlife, ensuring they receive the care needed for a successful return to the wild.

In 2025, AIWC is seeking Service Dispatchers for its wildlife hospital northwest of Calgary. This role will play a vital part in coordinating the rescue, rehabilitation, and release of injured and orphaned wildlife across Alberta.

Summary of Duties:

- Answer hotline calls and general emails to the organization. Provide accurate and compassionate wildlife education and assistance to members of the public.
- Rescue and transport injured and orphaned wildlife to the AIWC facility.
- Work with and dispatch volunteers to rescue and collect wildlife.
- Connect with animal finders and educate bystanders while out on rescue assignments.
- Other administrative duties as required.

Qualifications:

- Strong attention to detail with the ability to follow instructions precisely.
- Highly efficient and adaptable, able to thrive in a fast-paced, variable shift environment.
- Collaborative team player with excellent interpersonal skills.
- Self-motivated, quick learner with a strong work ethic.
- Rabies vaccination is an asset; COVID-19 and tetanus vaccinations are required.
- Valid Class 5 driver's license and access to a reliable vehicle.
- Knowledge of Alberta wildlife and natural history is beneficial but not required.
- **To comply with Canada Summer Jobs (CSJ) grant specifications, applicants must:**
 - Be between 18 and 30 years of age at the beginning of the employment period*;
 - Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act

for the duration of the employment**; and, 10 • have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

* The youth must be 15 years of age at the beginning of the employment period. The youth may be more than 30 years of age at the end of the employment period as long as the youth was 30 at the beginning of the employment period.

** International students are not eligible participants. As the objective of the CSJ program is to support youth entering the Canadian labour market, the temporary nature of an international student's time in Canada does not allow for a long-term connection to the labour market. International students include anyone who is temporarily in Canada for studies and who is not a Canadian citizen, permanent resident, or person who has been granted refugee status in Canada. Youth awaiting a refugee status ruling, as well as those who hold a temporary visitor visa, youth visa or work visa are ineligible.

Remuneration/Hours of Work:

Wage: \$17.50 per hour.

Schedule: Thirty-five (35) hours per week. Flexible schedule is required, variable shift work, and working evenings and weekends.

Benefits:

- Opportunity to work with Alberta's wildlife.
- Working in a beautiful location with mountain views.
- Opportunity to connect with like-minded individuals.

Application Process:

1. Application deadline: Open until suitable candidates found.
2. Submit the summer staff application form found here: <https://forms.gle/UCiiD8ybdxGrHZKh8>. This will provide you with an area to upload your resume.

For more information on AIWC, please visit our website: www.aiwc.ca

We encourage applications from all qualified individuals. We thank all applicants for their interest in this position, but only those selected for an interview will be contacted.