
Office Manager

Position: Full-time, permanent.

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 provides expert care to ensure successful reintroduction to the wild.

Position Summary

Reporting to the Executive Director and Fundraising & Development Manager, the Office Manager (OM) oversees human resources, administrative functions, fundraising support, and hotline/rescue coordination to ensure efficient day-to-day operations. This role primarily involves managing the hotline, coordinating wildlife rescues, fulfilling donation and merchandise orders, supervising direct reports, and maintaining overall office operations.

Summary of Duties:

Human Resources & Volunteer Management

- Supervise, train, and mentor Service Dispatchers, Hotline, and Rescue Volunteers.
- Manage recruitment, onboarding, and scheduling for Service Dispatchers.
- Assist with volunteer recruitment (in partnership with Education and Community Engagement Coordinator).
- Maintain staff and volunteer files, ensure procedural updates are communicated.
- Assist with volunteer scheduling and conflict resolution.
- Oversee policy adherence and annual review of training materials.
- Attend and support with fundraising events as a representative of AIWC, as needed.

Fundraising & Donor Management

- Support assembly and mail-outs for donor initiatives, including Recovery Review, Sponsor a Patient, Christmas Cards, AGM, and Membership Renewals.
- Process and maintain donor records in the CRM (Little Green Light).
- Input donations/orders from multiple platforms (Shopify, Benevity, Canada Helps, etc.).
- Handle mail processing, merchandise fulfillment, and donor tax receipt distribution.
- Assist with AIWC orders and in-kind donation collection as needed.

Administrative & Office Management

- Oversee office supply orders, and general maintenance.
- Manage email inquiries to personal e-mail and general info@aiwc.ca inbox.
- Maintain essential contact lists, information boards, office signage, and track receipt and reimbursement submissions.
- Scan and file: purchase receipts, donations, and bill payments.
- Manage IT-related responsibilities, including phone and printer systems, alarm access, and internet services.
- Assist with the creation of annual and monthly reports for Hotline and Rescue programs.
- Assist with production and editing of protocols and manuals, as needed.

Wildlife Hotline Program:

- Answer telephone calls and general emails to the organization on a daily basis. Provide accurate and compassionate wildlife education to members of the public.
- Manage and oversee the rescue and transport of injured and orphaned wildlife to the AIWC facility. Work with and dispatch volunteers/staff to rescue and collect wildlife.
- Perform analysis of phone calls for statistics, and tracking areas in which we are receiving injured and orphaned wildlife.
- Establish and maintain communication with local veterinary partners.

**Additional duties and responsibilities as assigned by Executive Director and/or Fundraising & Development Manager.*

Required Qualifications and Skills:

- **Undergraduate diploma** or degree in a related field (Administration, Business Management, Communications, Conservation/Environmental Science, Biology/Zoology, Non-profit Management, etc.) or equivalent experience.
- A **minimum of one (1) year** of experience in a supervisory or team lead position.
- A **minimum of one (1) year** of experience in a customer service role, preferably involving daily management of phone communications and administrative duties.
- Excellent project management and time management skills.
- Strong proficiency in Google Suite, particularly Google Sheets.
- Highly efficient and able to thrive in a fast-paced environment.
- Strong attention to detail.
- Excellent communication skills.
- Valid Class 5 driver's license and access to a reliable vehicle.
- Eagerness to teach and lead others in a collaborative work environment.

- Knowledge of Alberta wildlife.
- Willingness to learn about wildlife and data management.
- Desire to make a difference for Alberta's injured and orphaned wildlife.

Preferred Qualifications and Skills:

- Familiarity with one or more data management tools (e.g., donor management software, volunteer management software, Shopify).
- Previous experience in a wildlife rehabilitation or non-profit setting is an asset.
- Experience with ordering and tracking merchandise is a plus.

Remuneration/Hours of Work:

Wage: \$55,000.00 per annum.

Schedule: Forty (40) hours per week, Monday-Friday (some variability as needed).

Place of Work: On-site at AIWC every day. Off-site work only for scheduled events, and designated snow days.

Benefits:

- Opportunity to work with Alberta's wildlife.
- Working in a beautiful location with mountain views.
- Opportunity to connect with like-minded individuals.
- Time off in lieu program.
- 5 paid sick days.
- 5 paid personal days.
- 15 paid vacation days to start. This increases with years of service.
- Access to group extended health care plan.
- Wellness spending account to support your well-being.
- Exclusive discounts on pet food.
- Strong work culture emphasizing work-life balance.

Place in Organization:

Reports to: Executive Director and Fundraising Development Manager.

Supervises: Seasonal Service Dispatchers, Rescue Driver and Hotline volunteers.

Application Deadline: April 6, 2025. E-mail cover letter and resume to the attention of Robyn Cunningham-Dunlop at: robyn.dunlop@aiwc.ca

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

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AIWC is an equal opportunity employer. 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.