



We're Hiring!

Rescue and Response Dispatcher

Location of Position: Marin Headlands, Sausalito, California

Reports to: Dispatch and Logistics Manager

Position Classification & Expected Hours of Work, and Travel: This is a part-time position. 24 hours per week, worked in three consecutive days including at least one weekend day.

Compensation Range: \$25.92/hr.

Benefits: Full benefits:

- Holidays
- Sick Time
- Vacation
- Medical, Dental, and Vision
- Life Insurance
- Long Term Disability Insurance
- 401k Retirement Plan
- Employee Assistance Program

Job Summary

The Rescue and Response Dispatcher (Dispatcher) supports The Marine Mammal Center's stranded animal rescue and response operations often as the first point of contact with the public. Calls from the public with reports regarding distressed marine mammals and sea turtles through The Marine Mammal Center's hotline are answered by the Dispatcher who then supports and educates the caller, evaluates the needs of the animal, provides detailed documentation of the exchange, and coordinates volunteers for responses.

Essential Functions

Dispatch Hotline Support: 30%

- Answer calls from the public, partner agencies, and others reporting distressed animals.
- Gathers detailed information from callers about species, location, and situation.
- Collaborate with callers, Dispatch team, volunteers, veterinary team, and others to assess animal remotely and determine need for a rescue.
- Transfer appropriate calls to The Marine Mammal Center's Field Offices in Moss Landing and Morrow Bays as needed, and support Field Office teams according to established procedures.

- Educate the public about The Marine Mammal Center's work and represent the organization positively.
- Answer calls about volunteer opportunities, donations, and other general inquiries, and redirect as needed.

Animal Response, Release, and Transport Coordination: 30%

- Remotely assemble teams of volunteers to complete stranded animal assessments, responses, and rescues.
- Remotely support teams of volunteers while responses are in progress.
- Remotely assist volunteers in assessing the animal's condition, determining whether a pickup is needed, and deciding on the best course of action.
- Coordinate multiple responses across California simultaneously.

Data Entry: 30%

- Enter data about all stranded animal calls, responses, patients, and others into The Marine Mammal Center's custom-built animal database.
- Stay current with database updates to use the system accurately.

Other Duties as Assigned: 10%

- Assist with vehicle and equipment maintenance and maintain supplies as directed.
- Perform special projects and research as assigned.
- Perform other duties as assigned.

Supervisory Responsibility

None.

Knowledge, Skills, and Abilities

- Knowledge of California marine mammal species preferred.
- Skills using, or ability to learn, Microsoft, Google, and custom-built legacy computer systems.
- Data entry skills with attention to detail.
- Skills supporting the public or other groups in high-stress situations.
- Skills coordinating complicated rescue logistics for marine mammals or other wildlife strongly preferred.
- Ability to keep a sense of calmness and composure while handling fast-paced, high call volume involving stressful situations with sick and injured marine mammals while providing support to concerned members of the public.
- Ability and interest to work on a computer and be on the phone for the majority of the day.
- Ability to work in an open cubicle office space with many distractions.
- Establish and maintain effective working relationships with those contacted in the course of work, which includes volunteers, interns, staff, and others.

- Communicate and interact effectively with people across cultures, ethnic groups, and identities.
- Practice self-awareness and respect while engaging with people of diverse backgrounds.
- Willingness to support and participate in The Marine Mamma

Qualifications and Experience

This position requires a combination of education and experience equivalent to a bachelor's degree in marine science or related field; and at least two years of experience in marine mammal rescue or rehabilitation, or a related field.

- Valid driver license with acceptable motor vehicle record to maintain standards of insurability.
- Proof of COVID-19 Vaccination or waiver (medical or religious)

Work Environment & Physical Requirements

- This position operates in a professional office and hospital environment both indoors and outdoors with access to other parts of the facilities via outdoor pathways.
- Working in outdoor weather conditions and elements.
- This position operates in a fast-paced, high-stress environment managing emergency situations with sick and injured marine mammals, involving consistent interactions with passionate public callers.
- Ability to work in an open cubicle office space with many distractions.
- Routinely uses standard office equipment such as computers, phones, photocopiers, scanners, and filing cabinets.
- Ability to work at a desk for extended periods of time using a computer and calculator.
- Skills to operate or ability to learn to operate large trucks to assist with transporting animals between sites.
- Ability to lift and/or move 40+ pounds. (Primarily to load carriers and other rescue equipment into vehicles, including trucks.)
- Exposure to allergens and zoonotic diseases.
- Involves smells associated with animals and the care of animals

OUR COMMITMENT TO DIVERSITY

The Marine Mammal Center actively engages individuals from all backgrounds. We are committed to embracing diversity within our organization because we firmly believe that diverse employee teams help us to achieve our best organizational outcomes and provide the most effective support to the communities we serve. We are deeply dedicated to creating and maintaining an inclusive, equitable and supportive work environment. We strongly encourage people from underrepresented groups to apply. The Marine Mammal Center believes in growth and supporting our employees as best we can so they can become their best selves in and outside of work. We believe that a healthy work environment means building an inclusive culture where people can thrive together and feel supported and empowered. We believe in stretch versus constraint.

OUR MISSION

The Marine Mammal Center advances global conservation through marine mammal rescue and rehabilitation, scientific research, and education.

ABOUT THE MARINE MAMMAL CENTER

The Marine Mammal Center is leading the field in ocean conservation through marine mammal rescue, veterinary medicine, science, and education.

For more information, please visit our “About Us” page at www.marinemammalcenter.org

To Apply: Please submit a cover letter and resume and provide a brief description about how your experience aligns with the role.

Note that applications without a cover letter will not be considered.

In your cover letter, please feel free to note which pronouns you use (For example – she/her/hers, he/him/his, they/them/theirs, etc).

We strongly encourage people of color, lesbian, gay, bisexual, transgender, queer and non-binary people, veterans, parents, and individuals with disabilities to apply. The Center is an equal opportunity employer and welcomes everyone to our team. If you need reasonable accommodation at any point in the application or interview process, please let us know.