



RRN Transport Liaison Role

SUMMARY DESCRIPTION

The RRN Transport Liaison is a volunteer role that will assist clinic and admin staff with transport coordination after staff take the initial call and vet the intake. The Liaison will sign up for RRN Liaison shifts in Volgistics between June 1-October 31. First the Liaison will get a Slack Message from staff asking for assistance with coordinating transport and be given information on the finder including their phone number and location. The Liaison will then send a group text to the volunteers in the RRN google sheet who are in the same region as the injured or sick bird. Once a RRN volunteer responds to the group text taking on the responsibility of transport, the Liaison will close out the group message and continue contact with the RRN transporter. If the transporter can only transport the bird part way to TRC, the Liaison will contact RRN members in the region where the transporter must stop to coordinate transport the rest of the way. This contact will occur in the same way (group text with clear communication). The Liaison will then contact the finder to let them know someone is on the way and finally, message staff using Slack describe the transport plan to them.

TIME COMMITMENT

The RRN Transport Liaison will be on call during their specified shift to help with RRN transport coordination. Shifts will take place from 9-1 and 1-5, and you may or may not get a call during this time. You do not need to be local to coordinate transport, you just need to be able to take phone calls and send text messages. You will spend some time on campus before the busy season being trained by staff on how to use the necessary technology and how to facilitate transport.

JOB DUTIES

- Use Volgistics to sign up for shifts
- Receive phone calls, text messages, or slack messages from staff members who need help with transport coordination
- Use Google Sheets to find contact information for RRN members
- Use Grasshopper Phone App to take phone calls and send text messages
- Use Google Maps to look at locations of injured birds and coordinate transport relays
- Use Slack to communicate with staff with questions and updates
- Present with a professional and level-headed demeanor during phone calls and text messages to members of the RRN, the finder, and the Clinic Coordinator

QUALIFICATIONS & SKILLS

Required

- Tech savvy in the use of computers and mobile phones and their required applications
- Personable and professional

- Understanding of RRN (training will be provided)

EXPECTATIONS

The RRN Transport Liaison will act quickly when a call comes in with a professional demeanor. If a RRN Transport Liaison becomes unavailable to perform their on-call shift for any reason or at any time before or during the shift, they will let clinic and admin staff know as soon as possible, removing themselves from the Volgistics shift if 24-hour notice is possible, and calling TRC to let us know, if not.