



### Job Description

**Job Title:** Program Coordinator

**Department:** Program

**Reports To:** Program Director

**FLSA Status:** Exempt

**Prepared By:** Program Coordinator

**Prepared Date:** January 25, 2023

**Summary:** The Wolf Ridge Program Coordinator works with visiting groups to create experiences that meet their goals. This position serves as the coordinator and scheduler of programs. This includes scheduling trips, creating and distributing weekly schedules for visiting groups and Wolf Ridge staff. This pivotal role serves on both the program team and the office team. The Program Coordinator also works with the marketing team to create new connections and expand the Wolf Ridge community. The program coordinator is the main contact for schools and groups while they are planning their Wolf Ridge experience, and addresses group concerns during their stay in conjunction with other staff.

**Supervision:** The Program Coordinator reports to the Program Director. The Program Coordinator supervises seasonal staff in their roles as liaisons for visiting groups, and volunteers as needed.

**Minimum Qualifications:**

- Bachelor's Degree in a related field
- Minimum of two years program experience in a residential learning center or similar program.
- Two years teaching experience in field based EE.
- Proficiency in Microsoft and Google Suite applications.
- Successfully pass a background screening.
- High degree of professionalism and strong diplomacy skills.
- Photographic and writing skills as well as experience with social media platforms.
- Driver's License, standard first aid and CPR certifications.

**Preferred Qualifications:**

- Proficiency in use of Customer Relational Management software and/or databases.
- Teaching experience in a formal classroom setting.

**Essential Duties:**

- Prepare schedules for all programs.
- Act as primary contact for visiting group leaders prior to their trip, planning experiences for them that meet their goals, and is responsible for addressing concerns of groups in a timely fashion.
- Distribute and track scholarship awards.
- Coordinate programming across all Wolf Ridge departments.
- Coordinate substitute instructors when needed.
- Provide office coverage in collaboration with other office staff.
- Manage and train liaisons for visiting groups. Assists liaisons in addressing concerns of the visiting groups while they are on campus.
- Recruit and arrange for Contract Teachers as needed.
- Coordinate staff scheduling with Student Naturalist Coordinator and Summer Program Coordinator.
- Teach K-12 classes, seminars, evening programs, etc. as needed.

- Facilitate professional development programming for formal educators
- Support marketing and sales initiatives with written and social media content to achieve marketing and communication goals.
- Maintain and administer vacation schedules for seasonal education staff.
- Participate in necessary program department operations, i.e. shoveling, cleaning, evening duty, public relations, training weeks, working weekends.
- Perform other duties as required or assigned by Wolf Ridge Administration.

### **GENERAL DUTIES OF PROGRAM NATURALISTS**

These are duties common to all program staff. Specific duties for this job are listed under the Essential Duties section.

- Serves evening and weekend duty as assigned. Duties include checking in with liaisons and helping with attending schools as needed, responding to emergencies, answering phones after hours, helping visitors or clients that come to the front office.
- Responsible for helping with Center emergencies such as client or staff injuries or facility and weather related problems.
- Conducts classes for people of all ages in various scientific, cultural, and recreational subjects utilizing the 2000-acre Center to augment standard teaching methods. Course content and complexity is adapted to the specific ages and interests of students. Teaching duties are assigned by the Program Coordinator and vary by position.
- Conducts seminars, workshops, or field trips for conferences, student naturalists, or community/university/business groups as needed. May be responsible for planning and directing activities associated with these projects.
- Other program responsibilities: attend staff meetings, shovel and sand outdoor sites and trails, respond to customer needs, promote Wolf Ridge as the opportunity arises, assist other staff, write newsletter articles.

### **PERFORMANCE EXPECTATIONS**

To perform this job successfully, an individual should demonstrate the following competencies and skills:

Analytical Skills- Ability to research and analyze data related to their specific program areas. Analyze and interpret common scientific and education articles from journals and the Internet. Incorporate scientific data into reports and curriculum.

Problem Solving- Identifies and resolves problems by gathering and analyzing facts and drawing valid conclusions. Works well in individual or group problem solving situations and exhibits creativity when searching for problem solutions. Able to deal with frequent change, delays, or unexpected events; meets challenges with resourcefulness.

Mentoring Skills- Provide support for seasonal naturalists. Coach naturalists in teaching techniques; maintain regular office hours; provide career support; facilitate community development; address performance issues.

Task Management- Prioritizes and plans work activities; completes projects on time and within approved budget; uses time efficiently; works diligently to accomplish duties while looking for ways to improve quality of work; develops innovative approaches and ideas.

Customer Service- Responds promptly to customer needs, inquiries and requests for assistance; solicits customer feedback to improve service. Demonstrates tolerance for diversity when dealing with customers; exhibits behavior appropriate to working with children.

Teamwork- Balances team and individual responsibilities; shares expertise with others; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to build a positive team spirit; puts the success of the team above own interests.

Professionalism- Treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments; comes to work on time. Exhibits an overall positive, "can-do" attitude toward work. Promotes a trusting and friendly working atmosphere.

Organizational Support- Follows employee policies and procedures; attends staff meetings; supports organization's goals and values; develops and implements cost saving measures and conserves organizational resources; ensures work responsibilities are covered when absent; responds to management direction; commits to long hours of work when necessary to reach goals or complete a project.

Judgment- Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process. Strong skills in diplomacy.

Safety- Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is regularly required to stand and walk up to 3 miles or more at a time; use of hands; reach with hands and arms repetitively in all directions; talk, hear, and see. The employee is frequently required to sit; climb stairs, facilitate high ropes course and climbing wall experiences; balance, and stoop, kneel, crouch, or crawl. The employee must be able to do repetitive typing on a computer.

The individual must regularly and repetitively lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move 50 pounds. The employee must be able to travel on the water by canoe/boat and enact basic water rescues.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The primary role of this position includes time spent at a desk in an open office space when using the phone or computers. The employee is regularly exposed to and will work outside in weather conditions of northeastern MN including hot and humid conditions, well below freezing temperatures, rain, snow, sleet, mud and bright sun. Insects are encountered for part of the year. The noise level in the work environment is usually moderate. Children are regularly present in the workplace.