



Job Description

Job Title: Program Coordinator
Department: Program
Reports To: Program Director
FLSA Status: Exempt
Prepared By: Program Director
Prepared Date: March 23, 2026
Approved By: Executive Director
Approved Date: March 31, 2026

Summary: The Wolf Ridge Program Coordinator is the primary contact for Outdoor School clients and other groups planning their Wolf Ridge experience. This position works closely with visiting groups for the pre-arrival process, ultimately working with clients to create experiences that exceed their goals. This position serves as the logistics coordinator and scheduler of programs; this includes people, spaces, and resources, which is manifested in the creation and distribution of weekly schedules for visiting client groups and Wolf Ridge staff. This role collaborates across departments, playing a pivotal role in delivering a high-quality outdoor learning experience for participants of all ages. This role serves as a member of the program (education) team, while also holding responsibilities with the marketing team in sales and recruitment of schools/groups and the administration team in office-related duties. The Program Coordinator works closely with the Program Director to ensure systems are aligned with other facets of the institution.

1) 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 holding overall responsibility for on-site program and operations during these time periods, checking in with liaisons, helping with attending schools and groups as needed, answering phones after hours, and helping visitors or participants as needed.
- Responsible for helping with Center emergencies such as participant injuries or facility and weather-related problems.
- Teach classes for participants of all ages in various scientific, cultural, and recreational subjects utilizing the 2000-acre campus and 68-acre Superior Field Station to facilitate experiential environmental learning. Course content and complexity are adapted to the specific ages and interests of students.
- 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 participant needs, promote Wolf Ridge as the opportunity arises, and assist other staff.
- Other duties as assigned.

2) SUPERVISORY STATUS

The Program Coordinator supervises seasonal staff in their roles as liaisons for visiting groups and volunteers as assigned.

The Program Coordinator is supervised by the Program Director.

3) ESSENTIAL DUTIES

- Serve as primary contact for visiting group leaders before their trip, supporting them and their planning of a Wolf Ridge experience that exceeds their expectations, and is responsible for addressing concerns of groups in a timely fashion.
- Coordinate communications with groups, designing customized outdoor learning experiences, and responding to questions or concerns.
- Manage the Outdoor School scholarship program: distribution, tracking, and reporting on scholarship awards for visiting groups.
- Create and manage weekly schedules for visiting groups.
- Coordinate and recruit substitute instructional staff and contract educators as needed.
- Coordinate logistical resource allocation (for programming) as well as room assignments across all Wolf Ridge departments (in collaboration with other staff), e.g., classrooms, lodge rooms/spaces, and dining hall.
- Coordinate weekly scheduling of instructional staff for respective classes, with the Naturalist Training Manager and Summer Camp and On-site Campus Coordinator.
- Maintain and improve scheduling systems and processes
- Manage and train Liaisons (staff site hosts) for visiting groups in partnership with the Summer Camp and On-site Campus Coordinator. This may include assisting liaisons in addressing concerns of the visiting groups while they are on campus.
- Serves as a partner with the Summer Camp and On-site Campus Coordinator.
- Teach K-12 classes, seminars, evening programs, etc., as needed. Maintaining knowledge of classes is critical to school and group scheduling as well as evening and weekend duty.
- Serves in a critical role in the sales and recruitment of new groups to expand program opportunities. Responsible for tracking, following up, responding, and documenting new business inquiries, striving to book new reservations. Serves on the Pipeline Team for school/group recruitment.
- Support marketing and sales initiatives with written and social media content to achieve marketing and communication goals.
- Provide backup office coverage in collaboration with other office administrative staff, e.g., answering phones, welcoming visitors, etc.

4) PERFORMANCE EXPECTATIONS

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

Core Values- Exhibits workplace behaviors that are concurrent with the Wolf Ridge Core Values of: Leaders In Our Field, Environmental Stewardship, Collaborative Community, Learning and Innovation, Can-do Attitude, Playful and Welcoming.

Analytical Skills- Ability to research and analyze data related to site logistics, creation of schedules, and respective spaces on campus. Analyze and interpret common scientific and educational 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.

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 the 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. Manages challenge and dissatisfaction from clients, as well as staff, in a polite, respectful, and diplomatic manner.

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; places the success of the team above one's own interests.

Professionalism- Treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments. Promotes a trusting and friendly working atmosphere.

Punctuality- Reports on time relative to workplace operations; outcomes are delivered that meet regular deadlines, e.g., schedules.

Organizational Support- Follows employee policies and procedures; attends staff meetings; supports the 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.

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

5) EDUCATION AND EXPERIENCE

Bachelor's degree from a four-year college or university; two or more years of program experience in a residential learning center, or similar program; two or more years of related experience and/or teaching experience in field-based environmental education.

Strong preference for experience that includes 1) managing program logistics with great attention to detail and accuracy, particularly overnight or residential camps, 2) working with programs that integrate people of all ages in a learning situation, 3) facilitating and supporting guest services, 4) teaching experience, and 5) staff management and training.

6) OTHER QUALIFICATIONS

Computer Skills

To perform this job successfully, an individual should be proficient in Microsoft Office, Google Suite packages, and Internet skills; spreadsheet, word processing, and design layout software. CRM Database experience for program registration and records maintenance. Familiarity with the CampBrain CRM platform is a bonus.

Certificates, Licenses, Registrations

Required: Valid Driver's License, First Aid, and CPR certifications (or willingness to obtain).

7) 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 do repetitive typing on a computer and desk, possibly all day long. They must also be able to stand and walk up to 3 miles or more at a time; use hands and fingers to manipulate tools and equipment; 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 up to 30' high; balance, and stoop, kneel, crouch, or crawl.

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 40 pounds. The employee must be able to travel on the water by canoe/boat and enact basic water rescues.

8) WORK ENVIRONMENT

The work environment characteristics described here are representative of those that 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 and/or computers. Some off-site travel is required for meetings, school or group visits, marketing programs at shows and conferences, etc.

The employee is regularly exposed to and will work outside in all 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. Large groups of children are regularly present in the workplace.