



## CATALINA ISLAND CONSERVANCY

*A responsible steward of its lands through a balance of conservation, education and recreation*

### JOB DESCRIPTION

**POSITION:** Nature Center Education Assistant                      **STATUS:** Non- Exempt, Full-Time

**DEPT:** Education    **REPORTS TO:** Director of Education

**UPDATED:** April 2019

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#### **POSITION SUMMARY:**

The Nature Center Education Assistant provides support to the Education Department through management of the Nature Center and oversight of core departmental operations ranging from administrative tasks to preparation of educational supplies and materials.

#### **SUMMARY OF ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The Nature Center in Avalon Canyon is a free resource for residents and visitors to Catalina Island showcasing exhibits focused on the natural history of the Island together with a retail space, and resources to prepare for hiking into the interior. The Nature Center Education Assistant is responsible for creating a positive experience for visitors to the Nature Center. The position is also responsible for basic departmental administrative tasks and providing logistical support for education programs.

#### **Nature Center Management**

- Serve as Nature Center staffing representative five days a week with responsibility for providing a positive experience for guests
- Open and close the Nature Center following established procedures and routines, schedule internal and external events, maintain building keys and visitor logs,
- Demonstrate exceptional customer service skills; Interact with the public providing information about the Island and Conservancy resources and activities
- Support successful retail sales through merchandise display, exploring purchasing patterns, and efficiently restocking supplies with the support of the Director of Education
- Conduct sales using a computer-based Point of Sales program
- Collaborate with educational staff to maintain exhibits as well as create new displays and activities to engage guests of all ages

#### **Education Program Support**

- Provide logistical support for educational programs including materials preparation, ordering supplies, and scheduling events
- Support Director of Education with program evaluation through organizing data and helping with reports
- Participate in environmental education programs as a learning assistant as needed both in the Nature Center and at times off site

#### **Office Support**

- Answer telephones; perform various administrative and general office duties (photocopying, faxing, purchasing, scanning, mailing and filing).
- Manage vehicle use, fueling, maintenance, and use by other departments using an established calendar
- With support from the Director of Education manage basic department financials including submitting vouchers, credit card reports, and employee expense and travel reports for the Education Department.

- Maintain records of numbers served through programs and generate regular summaries for Director of Education
- Other duties as assigned by Director of Education or executive management.

Performs duties in a safe and efficient manner to maintain a safe work environment. Responds to hazardous situations/potentially unsafe conditions by taking corrective action and notifying health and safety personnel.

Due to the nature of team assignments, varying staffing levels, special projects, or other situations, any employee may be required to perform duties and responsibilities outside of their regular job description. Management reserves the right to assign work.

### **REQUIRED QUALIFICATIONS:**

Knowledge and Skills:

- Experience either in a learning or retail setting to provide quality experiences for diverse audiences
- Experience with, or an ability to quickly, learn administrative operations, tasks and procedures.
- Strong interpersonal, organizational, oral and written skills.
- Experience with Microsoft PowerPoint, Word, and Excel
- Attention to detail.
- Positive outlook
- Targeted experience in retail and/or environmental education desired

### **COMPLEXITY/PROBLEM SOLVING:**

- Ability to prioritize tasks and meet deadlines with minimal supervision.
- After receiving training, ability to communicate the Conservancy's mission and goals clearly and with enthusiasm
- Flexibility, willingness and ability to learn new tasks and take on new projects.
- Ability to learn basic nature interpretation principles.
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- Ability to think creatively to solve problems or improve program efficiency.
- Understand and follow appropriate channels of authority.

### **COMMUNICATIONS/INTERPERSONAL CONTACTS:**

- Ability to work with and communicate with a wide range of people including: staff, business leaders, vendors, visitors, children and the public.
- Strong interpersonal, oral presentation and writing skills.
- Ability to demonstrate professional, positive, and approachable attitude/demeanor.
- Ability to handle confidential information and potentially controversial wildlife topics with sound judgment.
- Ability to work effectively under pressure with frequent interruptions.
- Management reserves the right to assign and re-assign work at its discretion.

### **EDUCATION/EXPERIENCE:**

Minimum of 1 year work experience in either a retail or educational setting  
High school diploma required

### **WORK ENVIRONMENT/ 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 or that an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee must live and work on Catalina Island.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions for this job. The Nature Center Education Assistant station is located at the Nature Center at Avalon Canyon, in Avalon. The location has moderate noise levels and is a non-smoking environment.
- The employee must occasionally lift and/or move up to 25 pounds.
- The position includes walking and standing