

JOB DESCRIPTION

POSITION: Project Coordinator
REPORTS TO: Director of Business Administration
CLASSIFICATION: Non-Exempt | Full-time
LOCATION: Avalon
UPDATED: 11/26/2024

POSITION SUMMARY

The Project Coordinator is responsible for the reliable and organized oversight of key operational areas, including permits, gate access, vehicle administration, and flex room scheduling, while providing exceptional customer service and handling requests from front-facing customers. This role requires attention to detail and a strong commitment to enforcing Conservancy policies, ensuring seamless day-to-day operations. The ideal candidate will exhibit reliability, adaptability, and exceptional organizational skills, consistently upholding high standards and ensuring compliance with all applicable regulations.

LOCATION

On-site role based in our Avalon, CA office, with occasional remote work and some ferry travel to our Long Beach Office.

KEY RESPONSIBILITIES

- Administer the permit application process, ensuring accurate and timely approvals.
- Manage the administrative duties of the vehicle fleet, including yearly DMV registration for all Conservancy vehicles, other administrative duties like usage scheduling.
- Support the reservations process for the flex rooms
- Manage gate access, including key cards, gold keys and fob issuance, gate updates, and repairs as needed.
- Meet service level agreements established to ensure services and response times are meeting expectations.
- Assist with special projects as necessary, adapting to the organization's evolving needs.
- Maintain flexibility with schedule and location changes to meet operational requirements.
- Develop and maintain organized systems for tracking operations, ensuring smooth workflows.

- Prepare reports, track performance indicators, and ensure compliance with internal and external regulations.
 - Perform other duties as assigned to support the organization's goals.
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PHYSICAL REQUIREMENTS

Ability to drive within Avalon, and the Interior of the Island as needed.

QUALIFICATIONS

Skills & Abilities

- Proven experience in administrative or operational management roles, with a strong focus on operational oversight.
- A positive and welcoming attitude, with exceptional people skills that allow for firm yet friendly interactions, ensuring stakeholders leave with a positive experience.
- Experience using a computer in a network environment.
- Experience with gate control, data management, and hand-held radios (preferred).
- Strong administrative, organizational, and multitasking skills, with the ability to manage competing priorities effectively.
- Conflict resolution skills and the ability to navigate challenging situations with professionalism.
- Strong communication skills and proficiency in computer office programs such as Word, Excel, Outlook, and email.
- High level of reliability and flexibility in managing multiple tasks and changing priorities.
- Ability to follow and enforce complex policies and procedures.

Education & Experience

- High school diploma or GED required.
 - At least 2 years of experience in customer service, and or an administrative role.
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COMPENSATION & BENEFITS

ESTIMATED STARTING SALARY RANGE:

\$18 - \$20 per hour, based on skills and experience.

We're proud to support the health and wellbeing of the people we employ. We offer a competitive, comprehensive benefits package that includes healthcare coverage, flexible spending accounts, 403(b) plan with a 3% employer contribution and a 5% match — fully vested

after 2 years, accrued paid time off, life insurance, disability coverage, an employee assistance program, professional development, and other benefits that support work-life balance.

EQUAL OPPORTUNITY COMMITMENT

Catalina Island Conservancy is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, ancestry, disability status, genetics, marital status, medical condition, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

HOW TO APPLY

Please send a resume and cover letter to jobs@catalinaconservancy.org, listing the job title in the subject line.

OUR STORY

The mission of the Catalina Island Conservancy is to be an exemplary steward of Island resources through a balance of conservation, education, and recreation.

The Conservancy's vision is for a beautifully functioning Island ecosystem for all to enjoy.

Just off the densely populated Southern California coast, Catalina Island is home to approximately 4,000 year-round residents and more than 60 endemic species of plants and animals found nowhere else on Earth.

The Catalina Island Conservancy protects 88 percent of Catalina Island's approximately 48,000 acres, including the region's longest publicly accessible undeveloped coastline.

The Conservancy is a research and conservation leader, protecting and restoring vulnerable habitats and species in its Mediterranean climate. Conservancy staff guides Island ecosystem recovery with the goal of generating a resilient, self-sustaining ecosystem with no endangered forms of life.

The Conservancy offers recreational experiences and educational programs for not only the 300,000 annual visitors who choose to visit the unique and special Conservancy "Wildlands Ecosystems" but also inspires the nearly 1.2 million visitors to other parts of the Island.

Recreation, educational engagement, service opportunities, and partnerships connect the Island's unique resources to people's lives, inspiring environmental stewardship and action.

The Catalina Island Conservancy is a 501(c)(3) non-profit public charity established in 1972 to protect and restore Catalina Island for future generations to experience and enjoy.