

**JOB TITLE****Outdoor Programs Coordinator****POSITION SUMMARY**

The Outdoor Programs Coordinator plays a key role in connecting customers to Catalina Island by organizing and facilitating outdoor experiences and educating visitors to the island. Responsibilities include guiding both day and multi-day experiences, managing trip logistics, communicating with participants, coordinating with guides, ensuring safety standards, and enhancing the overall customer journey.

The Outdoor Programs Coordinator creates a welcoming, memorable, and educational experience for all guests at Catalina Island Conservancy locations. In addition to leading and supporting outdoor programs, the Coordinator works in the Visitor Center to educate visitors about the Conservancy's mission, Catalina's natural history, and opportunities to explore the island. This role includes greeting and assisting guests, answering questions, offering recommendations, and helping plan their time on the island. The Coordinator also issues permits, promotes visitor engagement by cross-selling memberships, products, and services, and provides general departmental support. Additional responsibilities include performing administrative tasks, and contributing to a positive, informative, and service-oriented visitor experience.

The Outdoor Programs Coordinator is also responsible for communicating across the Conservancy to ensure that all operational needs are accounted for each departure and gear is ready and available. The Outdoor Programs Coordinator anticipates and supports trip needs, fulfills requests, and answers questions related to operational procedures. Upon return, the Outdoor Programs Coordinator will assist the guides in cleaning and returning equipment and addressing any concerns regarding program operations.

**LOCATION**

This is a hybrid role requiring presence on Catalina Island at least four days per week on average. The Coordinator may choose to live on Catalina Island or commute from the mainland via ferry.

## **KEY RESPONSIBILITIES**

### **General Program Coordination**

- Organize, plan, and manage the day-to-day operations of Conservancy outdoor experiences.
- Guide day and multi-day outdoor experiences.
- Act as the primary point of contact for participants, addressing inquiries, and ensuring high-quality, memorable experiences.
- Handle scheduling, booking, equipment coordination, and ensure all necessary logistical and safety documentation are in place for events.
- Drive and transport participants and gear to/from field locations.
- Coordinate trip details with guides and internal teams, communicating changes or safety updates to participants.
- Ensure all activities adhere to Conservancy risk management and safety protocols.
- Collect and analyze participant feedback to improve future programming and operational efficiency.

### **Logistical Support**

- Purchase equipment for guided experiences and maintains accurate inventory of all equipment and gear.
- Develop and maintain systems to track inventory and equipment use, as well as processes for cleaning and preparing gear.
- Maintain, repair, and replace damaged equipment to ensure all gear remains safe, functional, and ready for use.
- Support and adapt gourmet trip meal plans to meet customer needs while coordinating all kitchen operations, including food purchasing and inventory for adventure trips.
- Monitor food purchases and manage related resources to ensure alignment with the annual operating budget.

### **Education and Training**

- Educate the public about Conservancy history, public safety protocols, and wildlife awareness.
- Along with the Director of Recreation, assist with training guides to lead day and multi-day experiences.

### **Customer Service**

- Greet and assist visitors in a positive, welcoming, and professional manner, both in person and by phone.
- Promote and sell Conservancy products and services, including memberships, tours, tickets, and retail items.



- Provide guest support by enrolling members, assisting with ticket and shuttle purchases, issuing permits, and sharing information that highlights the Conservancy's mission, natural history, and visitor opportunities.

### **PHYSICAL REQUIREMENTS**

- Must be able to backpack, lift and/or move up to a minimum of 50 pounds.
- Must be able to perform manual labor and hike long distances over rugged terrain.
- Must be able to work outdoors in remote and rugged environments for extended periods, including exposure to extreme weather conditions such as heat, wind, and rain.
- Must be comfortable navigating uneven terrain, steep inclines, and remote backcountry areas.
- Must have the ability to safely operate off-road vehicles.
- Must be able to stand, walk, bend, and perform physically demanding tasks for prolonged periods.
- Must be comfortable working in proximity to wildlife, including bison, rattlesnakes, and other island species.
- May be required to carry and use specialized equipment, including first aid kits and radios.

### **QUALIFICATIONS**

#### **Skills and Abilities**

- Two years of experience guiding outdoor experiences.
- Relevant experience in hands-on operational or logistical support for outdoor experiences.
- Strong coordination and customer service skills.
- Competence in basic equipment repair.
- Ability to use Microsoft Office Suite and Peekpro; ability to use Wholesum preferred.
- Ability to set effective work goals, establish priorities, and plan thoroughly to produce high-quality work.
- In-depth knowledge of local ecology, wildlife, and natural resources relevant to the Conservancy's operations preferred.
- Strong communication skills for effective interactions with staff, members, stakeholders, and visitors.
- Ability to operate light equipment safely and effectively in a variety of conditions.
- Strong organizational, recordkeeping, and writing skills, ensuring accurate and timely documentation of incidents and daily activities.



- Ability to handle emergency situations and provide basic first aid, utilizing CPR and defibrillator.
- Must be willing to adjust work shifts, work odd hours, weekends and holidays as necessary to maintain staffing goals based on Conservancy needs, events and special assignments.
- Must be comfortable with encountering wild animals, including bison and rattlesnakes.
- Valid driver's license and experience driving 4WD vehicles required; Clean driving record required.

### **Education & Experience**

- High school diploma or equivalent required; degree or coursework in outdoor education/recreation, or related field preferred.
- Experience navigating and working in rugged, off-road environments, preferably in remote or island settings.
- Minimum two years of experience in outdoor education wilderness travel, or a similar field setting.
- Willingness to complete Naturalist 1 and Naturalist 2 training within 90 days of hire; completion of Naturalist 3 training expected after hire.
- CPR/Wilderness First Aid certification required upon hire.
- Wilderness First Responder certification preferred.

### **COMPENSATION & BENEFITS**

\$22.00 - \$25.00 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.

### **HOW TO APPLY**

Please send a cover letter and resume to [jobs@catalinaconservancy.org](mailto:jobs@catalinaconservancy.org), listing the job title in the subject line.

**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.

**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.