

**JOB TITLE**

**Visitor Experience Coordinator**

**POSITION SUMMARY**

The Visitor Experience Coordinator is responsible for creating a welcoming and memorable experience for all guests at Catalina Island Conservancy locations. This role involves greeting and assisting visitors, answering questions, making recommendations, and issuing permits. Additionally, the Coordinator promotes visitor engagement by cross-selling memberships, products, and services. Other responsibilities include managing a cash drawer, performing administrative tasks, and providing general departmental support.

**LOCATION**

On-site role based full-time in Avalon on Catalina Island.

**KEY RESPONSIBILITIES**

- Greet and assist all visitors in a positive, welcoming, and supportive manner.
- Answer and direct phone calls professionally and efficiently.
- Promote and sell Conservancy products and services, including memberships, renewals, Eco Tours, WMBG tickets, and Trailhead retail items.
- Provide guest support by:
  - Enrolling visitors in memberships.
  - Assisting with tour, shuttle, and garden ticket purchases.
  - Sharing information and educating the public in a professional manner, emphasizing the Conservancy's purpose and mission in addition to naturalist messaging.
  - Issuing hiking permits and providing guidance on trails and hiking information.
- Maintain the visitor services locations and other public areas by cleaning and organizing the retail area and stocking handouts and brochures for visitor use.
- Manage a cash drawer, perform general administrative tasks, and provide departmental support as needed.
- Monitor Catalina Island Conservancy's two-way radio.

**PHYSICAL REQUIREMENTS**

- Must be able to occasionally lift and/or move up to 50 pounds.
- Prolonged periods of standing required.



## **QUALIFICATIONS**

### **Skills & Abilities**

- Willingness to complete Naturalist 1 and Naturalist 2 training within 90 days of hire; completion of Naturalist 3 training expected when offered.
- Outstanding interpersonal and customer service skills to create and ensure a welcoming environment and positive visitor experience.
- Excellent organizational and multitasking abilities.
- Existing knowledge of, or strong enthusiasm to learn about, the natural history of Southern California and the Channel Islands.
- Strong communication skills with the ability to convey the Conservancy's mission and goals in an engaging and compelling manner to diverse audiences.
- Experience with PeekPro and Lightspeed preferred.

### **Education/Experience**

- 1-3 years' experience
- High school diploma or equivalent required.
- Current first aid/CPR certifications preferred.

## **COMPENSATION & BENEFITS**

### **Estimated Starting Salary Range:**

\$18.75 - \$20.00 hourly based on skills and experience.

We're proud to support the health and wellbeing of the people we employ. Our comprehensive benefits package includes a 403(b) retirement savings plan with a 3% employer contribution and a 5% match – fully vested after two years – as well as access to healthcare coverage, flexible spending accounts, paid time off, life and disability insurance, an employee assistance program, and professional development opportunities.

## **HOW TO APPLY**

Please send a 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.