



Education and Experience Coordinator

Full time, Benefited

Are you an enthusiastic science educator ready to make the Adirondacks come alive for people of all ages? Join us as our **Education and Experience Coordinator** at The Wild Center, where your role is all about creating unforgettable educational moments and offering top-notch customer service. As Coordinator, you'll be at the heart of our interactive nature programming, ensuring that our exhibits and educational activities are high-quality, engaging, and mission-driven. You will lead interpretive programs with animals, share natural history stories, and guide adventures on museum trails. This position oversees the daily experiences on the exhibit floor and outdoor campus, ensuring every guest has a positive, informative, and safe visit. You will serve as a mentor to our team of interns and volunteers, helping to streamline operations and maintain our high standards of service and presentation. If you're ready to inspire, educate, and make an impact, this is the role for you.

Major Duties & Responsibilities:

- Lead interpretive programs sharing interconnected stories of the Adirondacks including public programs with animals, naturalist walks, canoeing, ice fishing, school programs, etc.
- Offer exceptional customer service and visitor experience in alignment with The Wild Center's mission and brand in support of diversity, equity, accessibility, and inclusion.
- Manage, communicate, and coordinate training support and supervision for education volunteers and year round interns/AmeriCorps members.
- Deliver and develop hands-on activities, special programs, and thematic interactives to enhance exhibits while maintaining/improving existing operations and experiences.
- Oversee exhibit and campus management coordinating staff, communicating across departments, and maintaining staffing proficiency for positive and safe visitor experiences.
- Serve as museum lead for accessibility, working with staff to create a welcoming and safe environment where visitors feel valued, respected, and physically/emotionally supported.
- Manage customer service interactions, handling information, complaints, emergencies/safety, and cross departmental support while balancing program offerings and feedback.
- Schedule 5 days (including 1 weekend day), 40 hour work week. Some holidays and occasional evenings.

The ideal candidate...

- Brings experience as an educator/interpreter - comfort speaking, writing, and leading informal and formal science programs that connect people to the stories of the Adirondacks.
- Is flexible and a collaborative team player - can thrive in a dynamic setting with shifting daily duties, a fast-paced, creative, and supportive team environment.
- Has a positive attitude and is excited to work with people - excellent personal and customer service skills, creativity, and enthusiasm are all essential.
- Possesses strong organizational and time management skills - can work on multiple tasks, provide high attention to detail, and create management and supervision systems.
- Can work independently - self-motivated, seeks opportunities to learn, grow, and thrive.
- Communicates well with people - fluid communication across departments with staff and volunteers, including writing and comfort/skill in public speaking.
- Comfort using digital systems - including Google Workspace, Zoom, and exhibit tech interfaces.
- Prepared to adhere to Wild Center procedures - including Covid safety policies and regulations. Covid 19 vaccination is required as a condition of employment.

Experience & Education: Science based experiences teaching and working in a coordinator/customer service role at a museum, environmental education center, or other educational work environment. Relevant Bachelor's degree or higher, or equivalent combination.

Work Environment & Physical Demands: This position typically works within the museum and on our trails. At times the museum floor is a fast-paced and moderately loud environment. This position is required to interact with both adults and children throughout the day. Indoor/outdoor work examples: naturalist hikes, lifting canoes, and walking across the 115 acre campus in all weather conditions.

Compensation & Benefits:

- Pay: \$42,000 - \$45,000; paid vacation, sick/personal time, and floating holidays.
- Comprehensive benefit package including medical, dental, supplemental and life insurance plans, health savings account, SIMPLE IRA retirement, employee assistance program.
- Flexible scheduling/occasional remote work possible depending on department needs.
- The opportunity to work in a LEED certified state of the art facility on a site located on the Raquette River, featuring over 50 species of live exhibit animals.
- Professional development and networking opportunities with leaders in the science field.
- The Wild Center strives to create an environment where our team thrives both personally and professionally. While the job can move at a fast pace, we appreciate times we can slow down. Whether it's sharing stories over a staff potluck, being wowed by cool science facts, or taking a meeting break to view a cute animal - we make time to grow together as a community.

Ready to Apply? Open our [Education & Experience Coordinator](#) application or go to www.wildcenter.org/careers to access the posting and application link. Within the application form, attach a resume with your work experience and a cover letter to share your interest and qualifications.

Application deadline is 10/18/2024, 5pm EST or until filled. The Wild Center is an Equal Opportunity Employer. We have a strong dedication to diversity in our community and in the people and groups with which we work. For technical issues email careers@wildcenter.org.