

VISITOR SERVICES COORDINATOR

NATURE OF WORK

This is responsible natural resource work providing and/or assisting in providing nature center programs and services to the general population.

Work involves organizing, supervising and participating in routine program services and planned educational or special events; supervising visitor services and animal care, and staff for those programs; supervising the operation of the gift shop and library inventory; providing statistics for Nature Center reports; and facilitating communication with other areas of the Nature Center. An employee in this classification may supervise unclassified staff, volunteers and/or interns involved in various programs at the Nature Center. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and adherence to prescribed policies and procedures.

EXAMPLES OF WORK PERFORMED

Assists in assigned routine facility/program services; assists in planning special Nature Center programs and events; schedules school and organizational tours and programs to avoid conflicts; assigns needed staff for activities; supervises and participates in regularly scheduled activities; provides the necessary material and supplies for programs.

Assumes responsibility for staffing of Nature Center facilities during hours of operation; schedules, trains and supervises staff for routine operations and cleaning/maintenance of the facility; prepares work orders for facility repairs that cannot be accomplished by Nature Center personnel; maintains inventory of supplies needed for related facility operations.

Supervises, schedules and trains individuals involved in the animal care program for indoor and outdoor animal exhibits; schedules veterinarian services when needed; maintains animal records/inventory.

Assists in publishing newsletter information and related facility/program materials; maintains records for nature center reports; maintains records concerning scheduling of facility activities, number of participants and related information; assists with managing budget for area of responsibility.

Supervises unclassified service staff and volunteers involved in similar programs and program activities at the Nature Center.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the environmental education, social and recreational preferences of the population.

Knowledge of environmental education agencies and the services they provide within the community.

Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities.

Ability to plan, coordinate and participate in educational and recreational events planned by the natural resources section.

Ability to establish and maintain effective working relationships with program participants, coworkers and the general public.

Ability to maintain accurate records pertaining to participant utilization of facility services and programs, budget, revenue collection and related records.

Ability to communicate effectively both orally and in writing.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent supplemented by college-level course work in nature, botany, horticulture, zoology or related field plus experience in nature related work or public speaking and experience providing nature/environmental education programs to the general population.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent and some experience providing nature/environmental education programs to the general population; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

Approved by: _____
Department Head Personnel Director

10/2004

PS5503