

Director of Education & Guest Experience

Position Title:	Director of Education & Guest Experience
Employment Classification:	Full Time, Exempt
Reports to:	Executive Director
Department:	Education
Salary:	\$70,000 - \$80,000, benefits included

JOB SUMMARY

The Director of Education & Guest Experience is directly responsible for all educational programs that falls under the umbrella of the Living Coast Education Department including both fee-based and public-based programming. General responsibilities include management of staff and staff schedules, development of curriculum and programs with the latest technology and standards, implementation of education and guest programs, execution of grant requirements, oversight of administrative tasks carried out by education personnel, management of grant programming, reports, and budget, maintaining community relationships, building new network opportunities, and attending all events and meetings important to the success of educational programs. The position ensures that LCDC's mission of environmental and wildlife conservation, education, and research are attained for both school and guest related programs.

DUTIES AND KEY RESPONSIBILITIES

Personnel

- Hire, train, and supervise education personnel and assist in overseeing any education volunteers and interns.
- Plan and facilitate all Education Department trainings or assist Managers and Specialists in their department specific trainings.
- Provide clear, appropriate direction to improve employee and volunteer performance.
- Maintain employee and volunteer records, ensuring all are up-to-date on required certificates, trainings, and licenses.

Communication

- Effectively involve employees and volunteers in decision making and goal setting processes.
- Partake in all senior, manager, grant, and staff meetings to update progress on all projects and programs and provide feedback as needed.
- Effectively communicate department changes, new implementations, program updates, company policies, and other related matters to education personnel and volunteers.

Customer Service

- Promote and monitor quality service among personnel and volunteers through and acting as a positive role model.
- Be personally available to guests to communicate and identify their needs and address their questions or concerns.

- Maintain quality standards regarding customer service and guest interaction during education and interpretive programs.
- Conduct manager duties such as managing personnel while zoo/aquarium is open, responding to guest issues, helping in the gift shop, responding to emergencies, and closing rounds and checks.

Programs

- Work with employees and volunteers to develop, evaluate, and implement fee-based and public-based programs that fit the LCDC mission.
- Oversee the Education Department Manager(s) and Specialist(s) in the development, coordination, and implementation of all education programs such as, but not limited to, School Programs, Outreach and Community Based Programs, Day Camps, Scout & Group Programs, Overnight Programs, Family Programs, Grant-Based Programs, Member & Guest Programs, and Interpretive Programs & Exhibits for a variety of audiences from toddler through adult.
- Establish quality consistency in programs, while ensuring inclusion of local elements, current standards, latest technologies, best practices, and STEaM initiatives when appropriate.

Budgeting and Planning

- Maintain fiscal responsibility for the overall Education Department budget while working closely with overseeing each Manager on his/her program budgets.
- Develop a long term vision for educational programming, growth and development of the Department, and future funding opportunities.
- Conduct needs assessment through surveys and evaluations, in order to match programs to audience needs and funding opportunities.
- Manage, purchase, and oversee the preparation and distribution of materials to support programming needs.
- Maintain partnerships in support of fee-based and public-based education programming including partnership cultivation, communication, invoicing, and follow-through on payments.

Development

- Ensure an active and positive Living Coast Discovery Center presence in regional and national environmental education communities.
- Cultivate and manage partners, donors, guests, and the community at large.
- Participate in monthly grant meetings, provide relevant information for the Development Department, and review all education based grants.
- Facilitate all education based grants, monitor funds, ensure requirements are being met, and reports are delivered in a timely manner.
- Remain current in the state of education school standards, seek latest technology advances for implementation of programs and administrative tasks, remain up-to-date on interactive programming and guest service within the zoological community.

Legal Compliance

- Work with the Executive Director to ensure compliance with all State, Federal and Government employment laws.
- Maintain safe working conditions for employees and customers and ensure safety concerns are resolved quickly.
- Maintain and update all documentation and records in accordance with State and Federal business practice laws.

QUALIFICATIONS

Required Qualifications

- A Master's Degree or higher degree in one of the biological sciences, education, business, non-profit management, or similar degree;
- 5+ years experience in nonprofit, zoo, or museum management and supervision;
- 3+ years experience overseeing the writing, procurement, budgeting, planning, and reporting of grant-based programs;
- CPR/First Aid Certified.
- Proven ability to work cooperatively, enthusiastically, and promote a quality guest experience.
- Have a working knowledge of endemic and exotic wildlife and ecosystems and/or coastal and wetland environmental issues.
- Be current on learning theories, interpretive techniques, educational trends, school standards, STEAM initiatives, informal education best practices, and zoological facility exhibit and signage trends.
- CPR/First Aid Certified or ability to obtain within first 6 months.
- CDL (Class C with passenger endorsement) or ability to obtain within first 12 months.

Other Preferred Skills

- Bilingual English/Spanish
- Knowledge of Adobe Creative Suite, Microsoft Office Suite, Wordpress, Quickbooks, Outlook, Google Apps, Convergence, Volgistics, or other management programs
- Previous experience working with communities of color, diverse in cultures and ethnicities, and/or with economic hardships.

WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS

This position is a combination of an office job, on-site manager, and work-from home. Occasional driving to meetings and events. Physical requirements include standing, sitting, typing, bending and lifting up to approximately 20 lbs. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: This position requires varied, flexible hours. Base schedule is **Monday - Friday 8:30-5:00 with ability to cover weekend shifts frequently. Majority of the work will be onsite with occasional option to work from home at discretion of supervisor.** Schedule may vary depending on coverage needs, events, & meetings.

This job description is intended as a guide to the general job responsibilities and is not inclusive of every duty the employee is expected to perform.

The Living Coast Discovery Center is an Equal Opportunity Employer

TO APPLY

Please email a cover letter and resume to Ben Vallejos, Executive Director, at Ben@thelivingcoast.org. Applications will be accepted until the position is filled.