

## Director of Education & Guest Experience

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

### Benefits:

The Living Coast offers a competitive compensation package including payment of 100% of the monthly premiums for medical, dental, vision, life, and long term disability insurance (pending plan approval); and paid time off with an annual accrual of 80 hours each of vacation, floating holidays, and sick time.

### JOB SUMMARY

The Director of Education & Guest Experience is directly responsible for guest experience and educational programs including both fee-based and public-based programming. General responsibilities include setting goals and plans for organization's programs, implementation of strategic plan, management of staff, development of curriculum and programs, implementation of education and guest programs, oversight of administrative tasks carried out by education personnel, management of education grant programming, reports, budget, and community engagement.

### DUTIES AND KEY RESPONSIBILITIES

- Responsible for administration and management of department personnel including volunteers and interns
- As a member of the senior leadership team, set department goals and plans
- Oversee guest services experience including interpretive education and customer service
- Oversee and develop educational programs for various audiences such as students and families
- Ensure quality and consistency of all programs utilizing current standards, technology, and STEaM initiatives
- Manage and monitor department budget and program grant budgets
- Build and develop partnerships with community organizations and educational partners
- Active engagement with local and regional network of environmental education communities
- Maintain standards aligned with state education standards
- Operational duties onsite while Living Coast is open to the public

### QUALIFICATIONS

#### Required Qualifications

- A Bachelor's Degree or higher degree in one of the biological sciences, education, business, non-profit management, or similar degree
- 5 years of experience in nonprofit, zoo, or museum management and supervision
- 3 years of experience overseeing the writing, procurement, budgeting, planning, and reporting of grant-based programs
- 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

- Current knowledge of 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 relevant software 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 primarily an onsite office job with occasional telework. 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 and weekends, as needed. Majority of the work will be onsite with occasional option to telework 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](mailto:Ben@thelivingcoast.org). Applications will be accepted until the position is filled.