

Position Description

Program Coordinator



Classification: Full-time Non-Exempt (Hourly) Employee

Reports to: Program Manager

Job Duration: May - September; dates to be mutually agreed upon

Work Schedule: 40-60 hours per week; typically 10-12 hours per day; 4 days/week

Summary:

Denali Education Center (DEC) is a non-advocacy, for-purpose organization and partner of Denali National Park and Preserve. Our mission is to promote understanding and appreciation of Denali through fun, informative, and inspiring programs. Our 10-acre campus is home to 12 guest cabins, a combined classroom and dining hall, a yurt, and a community events building. We operate week-long learning vacations in cooperation with numerous educational groups and organizations, primarily Road Scholar. In addition, we offer a suite of community programs, evening events, lectures, and youth programs. Denali Education Center is a diverse organization, with its roots firmly planted in the local community, and Denali National Park and Preserve.

Program Coordinators are responsible for scheduling, preparing, and facilitating summer learning vacations on and off our campus. They work closely with the Program Manager and Group Leaders to ensure the success of residential and travelling portions of the programs. They also work with the kitchen and hospitality staff in order to maintain a high quality guest experience.

Primary Responsibilities:

- Create detailed daily itineraries for all learning vacation programs
- Confirm learning vacation program reservations with vendors including but not limited to accommodations, transportation, dietary needs, speakers, and educational activities.
- Administrative duties including database entry, creating rooming lists, compiling medical information, and all pertinent guest information as it relates to program
- Act as liaison for all groups and independent travelers- answering questions and email inquiries from participants as they arise.
- Work with support staff on DEC's campus(kitchen, administrative, event, etc.) to ensure a cohesive and memorable experience for guests
- Recruit and schedule evening speakers, hike sweeps, and experts in their field as needed
- Anticipate and resolve program issues as they arise; issues may include participant personality conflicts, mobility issues, dietary restrictions, cancellations, etc.
- Assist with the sale and stocking of DEC's small retail area as requested.
- Assist the Program Manager with additional tasks as needed
- Assist with DEC's sustainability efforts by actively recycling and composting, sorting recyclables into the proper bins for collection. Use environmentally-friendly products when possible. Help educate guests about DEC's efforts to recycle and compost, encouraging them to participate

Qualifications:

- Strong communication skills, verbal and written, and command of the English Language
- Organization and problem solving skills imperative; ability to "think on your feet" and act quickly and calmly

- Easily navigate Microsoft Office suite, data entry, and document development
- Ability to lift up to 50 lbs. while assisting with guest's baggage
- Clean and insurable driving record
- Access to a reliable cell phone that has text and email capability
- Self-starter with the ability to work independently and creatively
- Ability to have *fun* and maintain a *positive attitude* during a fast-paced summer season

Preferred Knowledge and Skills:

- Familiarity with, and a basic working knowledge of, Alaska's infrastructure focusing on the areas in which our programs operate.
- Proficient speaking in front of, and experience leading, diverse groups of up to 40 people with confidence and compassion.
- Willingness to work and live as a part of a small community of staff.
- Possession of current CPR and First Aid Certification or willingness to obtain.
- 21 years of age or older preferred

Other Duties and Responsibilities:

- Attend weekly all-staff meetings when schedule allows
- Assist with the DEC annual summer fundraisers
- Attendance is required at most group meals during scheduled shifts
- Assist with other campus duties as the need arises. These could include but are not limited to light housekeeping, luggage delivery, or assisting with campus events.

Compensation:

- Starting hourly rate for a Program Coordinator is \$15/hr. Between 10 and 20 hours of overtime is typical during programs weeks
- An end of season bonus, offered upon completion of summer contract.
- Staff housing may be available for a nominal fee. Including a employee kitchen and shower facilities that are shared and maintained with other employees.

Disclaimer:

This Position Description reflects Denali Education Center's best effort to describe the essential functions and qualifications of the job described. It is neither an exhaustive statement of duties, responsibilities, or qualifications, nor a contract. This document is not intended to exclude the opportunity for modifications, providing reasonable accommodation.

Denali Education Center is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.

To Apply: Qualified candidates should send a cover letter, resume, and two professional references to info@denali.org and hannah@denali.org. You may address your inquiry and any questions to Hannah Noel- our Program Director. Please include the position title or titles for which you are applying in the subject line of your email.