

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

DEC Overview:

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.

Position Overview:

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

Main Position Responsibilities:

- Create and maintain detailed daily itineraries for all learning vacation programs
- Re-confirm learning vacation program reservations with vendors including, but not limited to, accommodations, transportation, dietary needs, speakers, and educational activities.
- Perform administrative duties including database entry, creating rooming lists, compiling medical information, and all pertinent guest information as it relates to the program
- Act as liaison for all groups and independent travelers and answer questions and email inquiries from participants as they arise.
- Work with DEC campus support staff (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; including participant personality conflicts, mobility issues, dietary restrictions, cancellations, etc.
- Oversee DEC's small retail area as requested, including sales, stocking, and inventory.
- Assist the Program Manager with additional learning vacation tasks as needed
- Support DEC's sustainability efforts by actively recycling and composting, sorting recyclables into the proper bins for collection and using environmentally-friendly products when possible. Help educate guests about DEC's efforts to recycle and compost, and encouraging them to participate

Qualifications:

- Excellent verbal and written communication skills
- Problem solving skills are imperative; candidates must have the ability to “think on their feet” and act quickly and calmly
- Highly organized and detail oriented
- Previous experience speaking in front of a group or desire to develop this skill.
- Familiarity with Microsoft Office suite, data entry, and document development
- Ability to lift up to 50 lbs. while assisting with guest baggage
- Clean and insurable driving record
- Access to a reliable cell phone that has text and email capability
- Flexible self-starter able to work independently and creatively
- Ability to have *fun* and maintain a *positive attitude* during a fast-paced summer season

Preferred Knowledge and Skills:

- Basic working knowledge of Alaska’s infrastructure, especially the areas in which our programs operate: Fairbanks, Denali, Anchorage, and Seward.
- Experience leading diverse groups of up to 40 people with confidence and compassion
- Desire to work and live as a part of a small community of staff in a remote part of Alaska.
- Current CPR and First Aid Certification or willingness to obtain

Other Duties and Responsibilities:

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

Compensation:

- Starting hourly rate for a Program Coordinator is \$17/hr. Between 10 and 20 hours of overtime weekly is typical during programs
- Employees will receive pooled and divided program tips on their final paycheck
- Staff housing, including a shared employee kitchen and shower facilities, may be available for a nominal fee.

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.

This position requires interaction with the public. Although maintaining COVID safety is Denali Education Center’s priority, there is a possibility of exposure in the Program Coordinator position.

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 three professional references to katie@denali.org. You may address your inquiry and any questions to Katie Pankow, DEC's Program Manager. Please include the position title or titles for which you are applying in the subject line of your email.