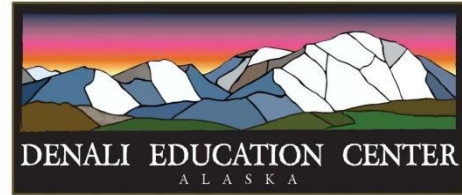


## Position Description

### Program Coordinators



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

**Reports to:** Program Managers

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

**Work Schedule:** Coordinators will split their time between on-campus support and on-the-road support for Road Scholar programs. Schedule breaks down as follows:

**On Campus:** Typically, 8-12 hours a day; 40-hours or less/week

**On the Road:** 12 hours/day; 11-days on, 5 days off

#### **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 youth programs, evening events, lectures, and community 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 preparing for, facilitating, and assisting with the oversight of summer Road Scholar 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 traveling 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. Program Coordinators will have the same basic tasks, but roles have the following specializations:

**Program Coordinator Travel Lead:** This position will support both on and off campus programming but will be expected to provide the majority of support for traveling Discover Alaska By Rail (1014) programs. The Travel Lead will be assigned to a minimum of four 1014 programs. The ideal candidate will have a strong background in customer service, group management and travel logistics. Prior Alaska tourism or living experience preferred. The Travel Lead is scheduled for the highest number of program hours during the summer season including both on- and off-campus hours.

**Program Coordinator Campus Lead:** This position will be assigned to support a majority of on-campus programs but will also be expected to travel with up to three Discover Alaska by Rail (1014) programs. The ideal candidate will have a strong background in customer service and administrative work, and must be comfortable in a high-energy, fast-paced office environment. Prior experience in the restaurant or hospitality industry preferred. In addition to scheduled hours, opportunities for additional hours and experience within the organization are available.

**Program Coordinator Hybrid:** This position will split its time equally between both on- and off-campus program support and provides a great introduction to DEC's Road Scholar

Programming. The ideal candidate will have a strong background in customer service. Prior experience in the restaurant and hospitality industry OR with Alaska tourism preferred. In addition to scheduled hours, opportunities for additional hours and experience within the organization are available.

**Main Position Responsibilities:**

- Maintain detailed daily itineraries for all learning vacation programs, updating with new information when necessary
- Perform administrative duties, including database entry, recording and communicating guest meal choices with program vendors, reserving guest free time excursions with local vendors, and compiling pertinent guest information as it relates to each program
- Assemble paperwork and supplies necessary for Group Leader travel
- Act as liaison for all Road Scholar groups, answering participant questions, assessing the feasibility and necessary logistics involved in guest requests, and providing excellent customer service to all campus visitors (Road Scholar or otherwise)
- Introduce guests to amenities available at Riverside Hall and on the DEC campus during program orientation
- Work with DEC campus support staff (kitchen, hospitality, administrative, event, etc.) to ensure a cohesive and memorable experience for guests
- Help to anticipate and resolve program issues as they arise; including participant personality conflicts, mobility issues, dietary restrictions, cancellations, etc.
- Maintain Riverside Hall during program use: supervise all guest meals, perform assigned side-work, clean serving spaces and facilities, when necessary, organize the lending library, and ensure the space is ready for group arrival and guest use
- Oversee DEC's small retail area including sales, stocking, and inventory
- Support Group Leaders on and off campus, providing them with the information and assistance necessary for successful group management and helping them with any emergent program logistics
- Assist the Program Manager with additional learning vacation tasks as needed and assigned
- Support DEC's sustainability efforts by actively recycling, 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 encourage them to participate

**Qualifications:**

- Excellent verbal and written communication skills
- 2 – 3 years of relevant customer service experience; Coordinators will be spending stretches of time on the road with participants, and must be prepared to provide a positive and accommodating guest experience while navigating situations that may be fast-paced and/or high-demand
- Highly organized and detail-oriented
- Problem-solving skills are imperative: candidates must have the ability to “think on their feet” and act quickly and calmly
- Ability to anticipate issues before they arise, and desire to respond to these situations proactively
- 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 features Wi-Fi calling
- 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 30 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

**Compensation:**

- When traveling with a program, Program Coordinators will be paid a daily rate. Starting pay for Program Coordinators is \$250/day
- When on campus, Program Coordinators will be paid an hourly rate. Starting pay for Program Coordinators is \$19/hour
- Employees will receive pooled and divided program gratuities on their final paycheck as an end-of-season bonus
- Staff housing, including a shared employee kitchen and shower facilities, may be available for a nominal fee (\$200/month)

**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 the health and safety of employees is Denali Education Center’s priority, there is a possibility of exposure to respiratory and other illnesses in the Program Coordinator position.

The Denali Education Center centers Diversity, Equity, Inclusion, and Belonging (DEIB) in our programming and hiring practices. All backgrounds and lived experiences are welcome to apply!

Denali Education Center is an Equal Opportunity employer. Personnel is 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 [roadscholarprograms@denali.org](mailto:roadscholarprograms@denali.org). You may address your inquiry and any questions to Katie Pankow and Katie Miller, Program Managers. Please include the position title or titles for which you are applying in the subject line of your email.