



Stewards of the Coast and Redwoods

Armstrong Redwoods Program Assistant

Job Description

Part-time (20 hours/week)

Stewards of the Coast and Redwoods (Stewards) is a nonprofit California State Parks Cooperating Association serving Armstrong Redwoods State Natural Reserve, Austin Creek State Recreation Area and Sonoma Coast State Park, with co-management responsibility for Armstrong Redwoods and Austin Creek. Stewards delivers critical funding, visitor services, and field operations, along with environmental education and stewardship volunteer programs in our parks; manages visitor services at Armstrong Redwoods and Austin Creek; and is responsible for campground operations in Austin Creek. We provide training and support to 200 volunteer docents and stewards who give over 10,000 hours annually. Stewards' office is located in Armstrong Redwoods.

Stewards' **Armstrong Redwoods Program Assistant** works with volunteers to deliver educational programs to the public. This position is focused on program planning and implementation at Armstrong Redwoods. This position is supervised by Stewards' Program Director (or Executive Director if Program Director position is not filled) and will work closely with volunteers, teachers and State Parks' Interpretive Staff.

Essential Duties and Responsibilities:

1. Supports the Armstrong Redwoods Docent Program providing educational, interpretive, and community science programs at Armstrong Redwoods and Austin Creek.
 - a. Manages the school and reservation calendar using an online customer relationship management database and spreadsheets.
 - i. Provides a high level of customer service to teachers and members of the public making reservations by responding ASAP when reservations are received, prior to the registrants trip, and post-trip follow-up
 - ii. Invoice and collects payment for docent-led tours and record in CRM
 - iii. Provides scholarships for docent-led tours, responding to scholarships when requests are made and supporting post-trip reimbursement
 - b. Supports Armstrong Redwoods Volunteer Coordinator (a volunteer position).
 - c. Supports a variety of docent trainings that support continued education of volunteers at Armstrong Redwoods.
2. Communicates effectively with volunteers and staff over email, by phone, and in-person.
3. Assists with the development and scheduling of engaging community education programs at Armstrong Redwoods State Natural Reserve. The Program Assistant helps recruit presenters to provide relevant content for participants and works with staff and volunteers to oversee the logistics of workshops and seminars.
4. Works with staff Volunteer Coordinator to develop and deliver new recruitment opportunities
5. Supports docents to ensure quality program delivery. Organize, track, and replenish program supplies. Prepare a list of needed program supplies.

6. Answer phones and route calls to appropriate staff persons or take accurate messages and handle general inquiries as needed. Return calls in a timely manner.
7. Collaborates with staff to market program and volunteer opportunities, updating and distributing online and print materials.
8. Models good teamwork and collaborative communication that promotes and ensures a comfortable, congenial, enjoyable and effective working environment
9. Other duties as assigned such as support for volunteer or special events, filing and office organization
10. This position also supports programming in Austin Creek State Recreation Area.

Qualifications:

1. BA degree and/or experience with community or environmental education programs and/or experience in environmental sciences and/or work in parks desired but not required
2. Excellent communication and organizational skills, strategic and relationship management skills, able to handle multiple priorities and manage projects within deadlines
3. Excellent interpersonal skills, including excellent listening, verbal, and written communication skills
4. Ability to work in a fast paced work environment that values relationships, working as a team, and giving and receiving respectful, honest feedback
5. Able to collaborate and partner with State Park personnel and diverse organizations including schools, businesses, government, and other nonprofits
6. Bilingual Spanish-speaker desired
7. Demonstrated proficiency with MS Office, Google docs, and databases, Facebook
8. Committed to diversity, equity, and inclusion values
9. Clean driving record

Working Conditions:

1. Regularly sits at a desk or computer workstation
2. This position reports to Stewards administrative office (Volunteer Center). No work from home is available.
3. Frequently moves about the office to coordinate work and collaborate with colleagues
4. Regularly required to walk and hike on uneven ground and park trails
5. Occasionally lifts, carries, moves and positions objects weighing up to 50 pounds

Salary range: \$20-\$22 hourly. Stewards is an at-will employer.

To Apply: Please send a cover letter and resume to Stewards of the Coast and Redwoods at stewards@stewardscr.org with "AR Program Assistant" in the subject line. We urge you to apply ASAP.

Stewards of the Coast and Redwoods is an equal opportunity employer. Fluent English speakers who are bi-or multilingual, including indigenous language speakers, are encouraged to apply.