



Stewards of the Coast and Redwoods

Field Operations Manager

Job Description

Full-time

Stewards of the Coast and Redwoods (Stewards) is an environmental nonprofit organization 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, field operations, and volunteer environmental education and stewardship programs in our parks; manages visitor services at Armstrong Redwoods; and is responsible for campground operations in Austin Creek. We provide training and support to 200 docents and stewards who donate over 10,000 hours annually as volunteers. Stewards' office is located in Armstrong Redwoods.

Stewards' **Field Operations Manager** is responsible for implementing Steward's Operating Agreement with California State Parks for Armstrong Redwoods State Natural Reserve and Austin Creek State Recreation Area. The agreement stipulates Stewards is responsible for visitor services and maintenance of three buildings (Visitor Center, Volunteer Center, and Welcome Center, including Kiosk) in Armstrong Redwoods and all aspects of maintenance and operations in Austin Creek (focussing on Pond Farm Pottery and Bullfrog Pond Campground). This position supervises the Assistant Field Operations Manager, Park Stewards, and other seasonal staff, and provides leadership to staff and seasonal employees. This position reports to Stewards' Executive Director. This position coordinates closely with State Park staff and coordinates Trail Crew workdays in Austin Creek.

Work Locations: Armstrong Redwoods State Natural Reserve and Austin Creek State Recreation Area with some travel to Sonoma Coast State Park.

Essential Duties and Responsibilities:

1. **Visitor Services:** Provides excellent visitor service in a friendly and professional manner. Supervises kiosk volunteers and supports visitor center volunteers. Manages complaints and incidents in a calm and productive manner. Reports illegal activity using appropriate notification systems and reports all issues as appropriate to Stewards and State Park personnel.
2. **Field Operations:** Works with the Executive Director and Administrative Director to implement operational policies and guidelines for fee collection and the operations of a small campground. Reports park visitation and fee collection, along with other metrics. Accurate record-keeping is required.
3. **Campground Operations:** Oversees the maintenance and operations of Bullfrog Pond Campground, Mannings Flat, and Tom King Campground as designated in an Operating Agreement, including the supervision of camp hosts, volunteers, fee collection, and contracted work. Includes oversight of self-serve and special group reservations, housekeeping, and maintenance. Supports special groups and youth camps to ensure a positive visitor experience. Ensures the campground is ready for reopening in a timely manner meeting requirements of the Operating Agreement.
4. **Fee Collection:** Manages fee collection at campgrounds and self-pay stations at Armstrong Redwoods and Austin Creek (including supervising kiosk volunteers). Develops and maintains good internal controls, works with the Administrative Director on hiring of Park Stewards/Service Aides to

collect fees, and coordinates with park staff as needed. Generally accepted accounting practices are required. Manages fee collection for best possible revenue yield.

5. **Firewood:** Utilizes existing log deck to process and deliver firewood for campgrounds with support from volunteers. Oversees firewood delivery and supply for Austin Creek and Sonoma Coast Campgrounds, including contracting and ordering as needed. Coordinates with park staff camp hosts and Administrative Director.
6. **Stewardship/Maintenance:** Supervises volunteer stewardship/maintenance projects in Austin Creek, and contractors as required. Coordinates with State Park staff on Armstrong Redwoods stewardship/maintenance projects and supports individual and group volunteer requests in both parks. Prioritizes projects within the premises identified in the Operating Agreement.
7. **Community Science Programs:** Supports Stewards staff and State Parks Natural Resources staff in the implementation of community science monitoring programs in Armstrong Redwoods and Austin Creek.
8. **Other Duties:** Other duties may be assigned to sustain our programs through fundraising efforts and special projects.

Qualifications:

Degree or extensive operations management experience required; nonprofit sector experience desirable; excellent analytical, strategic, and relationship management skills; able to prioritize and manage multiple projects within deadlines experienced with cash handling and internal controls; excellent computer skills, including email and calendaring; able to lift up to 50 lbs. Valid CA drivers license and clean driving record for the past five years required. Works well with others and as a member of a team.

Working Conditions:

1. Regularly sits at a desk or computer workstation
2. Frequently lifts, carries, moves, and positions objects weighing up to 50 pounds
3. Regularly walks and hikes on uneven ground and park trails

Salary range: \$28-\$32 hourly to start. Employee 403b and medical stipend plan offered. Stewards is an at-will and equal opportunity employer.

To Apply: Please send a cover letter and resume to Stewards of the Coast and Redwoods at stewards@stewardscr.org with "Field Operations Manager" in the subject line. We will review applications as they are received. This position will be removed from our website when the position is filled. We urge you to apply ASAP.

Stewards of the Coast and Redwoods ↔ 17000 Armstrong Woods Rd, Guerneville, CA 95446