

Ijams Education Assistant
Part-time
Education Department



Summary:

This position is a part-time position responsible for providing education program support on weekends. The emphasis for this position is on exceptional customer service for birthday party guests and increasing the educational value of parties. This position will also support family programs and field trips during scheduled hours. This position reports to the Education Director.

Hours: This position will be required to work primarily Friday-Sunday on-site, with minimal administrative responsibilities to be completed remotely throughout the remainder of the week. Thus, applicants will need to be flexible and accommodate a variable schedule. Applicants will also need to have access to a computer and internet. Total hours per week will be approximately 18-20.

Pay Rate: \$10 – \$12 per hour, commensurate with experience

Essential Duties and Responsibilities:

1. Coordinate birthday parties:
 - Check birthday emails (5x/week) and respond to inquiries and questions in a timely fashion
 - Schedule parties
 - Reserve party space on community calendar
 - Prepare activities
 - Maintain birthday inventory
 - Lead parties (Saturday and Sunday)
 - Work with Public Programs Coordinator to continue birthday party development and marketing as necessary.
2. Public Programs:
 - Deliver Family Adventure Sunday programming (work with Public Programs Coordinator to continue program development and marketing as necessary.)
 - Lead scout hikes
 - Facilitate general Ijams group tours and/or guided hikes
 - Assist with Saturday programs as necessary (when not doing birthday parties)
3. Youth Programs:
 - Lead groups as part of field trip programs on Fridays, as necessary
4. Animal Programs:
 - Conduct animal presentations as part of education programs, presenting a variety of animals including snakes, spiders, and birds of prey
5. Customer Service:
 - Provide supervision, group and behavior management, and instruction to participants, and monitor and ensure participant safety and well-being during all programs

Other Duties:

1. Provide public relations/customer service to parents, guardians, and participants to ensure a positive impression of education programs
2. Working closely with Education team members to assist with scheduling, administrative, marketing, and evaluation tasks of various program areas, when appropriate
3. Communicate with supervisor regularly
4. Other duties as assigned

Knowledge, Skills, Experience, and Education required:Knowledge

- Basic understanding of environmental education standards and philosophy
- Basic knowledge and experience regarding natural history of East Tennessee desired
- General knowledge of biology and ecology

Skills:

- Public speaking skills and the ability to work with people of all ages
- Excellent written and verbal communication skills including the ability to communicate through multiple media (print, TV, radio, Internet, public events, etc.)
- Strong organizational skills, with attention to detail, accuracy, and deadlines
- The ability to multi-task, prioritize and display excellent time management skills
- The ability to carry out duties and directives independently under limited supervision
- Responsible, creative, relational, enthusiastic, flexible, self-motivated and resourceful team player
- Ability to speak, read, and/or write Spanish a plus

Experience:

- Minimum of two years of experience leading and/or coordinating environmental education/interpretation programs for a variety of audiences, especially in the informal nature setting.
- Experience and demonstrated proficiency using Microsoft Excel, Microsoft Word, Adobe, and Microsoft Publisher software programs.
- Experience working with audiences who are diverse in culture, age, race and physical abilities

Education:

- Bachelor's degree in a field related to natural history, education, outdoor recreation, or environmental science, or two to four years of experience and/or training; or equivalent combination of education and experience
- First Aid/CPR certification (or the ability to obtain certification upon employment) preferred

Other Requirements:

- Must successfully complete a pre-employment, post-offer background screen, and motor vehicle record screen (MVR).
- Valid driver's license
- Access to a personal computer and internet
- The ability to work mostly weekend (and some evening) hours
- Energy and desire to work with diverse audiences
- Passion for nature and the ability to deliver programs in a pleasant, tactful, and enthusiastic manner

While performing the duties of this job, this employee is frequently required to sit, talk, hear, use keyboard, view computer monitor for potentially long periods and use phones. The employee occasionally will be required to lift and/or move 15-40 pounds and may need to carry for approximate distances up to 50 feet, bend, reach with hands and arms, use fingers to write or type and handle or feel, walk, carry documents, crouch, stoop, kneel, climb stairs, and use a step ladder in lifting and lowering materials. The position requires use of office equipment such as computer, copier, hole punch, calculator, fax machine, postage machine and Point-of-Sale system. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. This position requires a candidate in good physical condition, with the ability to stand, walk, and hike for extended periods of time. This position requires being outside in all conditions, including inclement weather and a wide range of temperatures. While performing the duties of this job, this employee may be exposed to dust, temperature variance, weather variance, noise, pollens and fumes.

How to Apply

Email or mail a cover letter, resume and a list of references to Jennifer Roder, Education Director, at jroder@ijams.org.

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