POSITION/TITLE: Program Coordinator
SUPERVISOR: Director of Education
POSITION TYPE: Full-time/Exempt

JOB SUMMARY: The Program Coordinator will assist in supporting several of Belle Isle Conservancy’s programs such as volunteer coordination, education initiatives, visitor service programming, and ongoing Aquarium programming and management. This position will also be the lead employee for volunteer services, helping to recruit, train, and support volunteers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Volunteer Management

- Support all efforts as it relates to volunteer programming - recruitment, training, managing, engagement, recognition, and retention
- Provide logistical support to the onboarding of new volunteers
- Coordinate and facilitate volunteer trainings
- Coordinate new volunteers’ “shadow shifts”
- Facilitate onsite volunteer briefings and other support as needed
- Ensure a high degree of volunteer engagement through onsite interactions and other individualized methods of follow-up
- Ensure excellent volunteer communications; respond timely to general volunteer inquiries
- Keep detailed records of volunteer information and assignments, track volunteer hours, and create reports
- Coordinate and manage volunteers in support of BIC events; work collaboratively with events department
- Train and supervise volunteers in managing the Aquarium’s retail operations

Program Coordination

- Serve as the program coordinator for the Conservancy’s school programs, scheduling volunteers, field trips, and coordinating logistics
- Assist in Conservancy-wide programing initiatives, including fundraising events

Visitor Experience

- Ensure that effective safety standards and practices are established and enforced to ensure the safety of staff, the general public, and the animal collection
- Assist in planning, coordinating, and scheduling maintenance activities including repairs, replacement, and preventive maintenance of the public-facing infrastructure
• Explore new and innovative ways of improving aquarium operations by developing plans and programs that ensure enjoyable and educational visitor experiences, healthy collections, and well-maintained facilities
• Serve as the point person for Aquarium administration including ordering supplies and scheduling needed services
• Assist the team in providing an accessible, clean, safe, and world class campus for visitors
• Work closely with staff, Aquarium volunteers, Aquarium Committee members, and board members to fulfill strategic initiatives
• Maintain a positive and professional example in meeting the needs of staff, visitors, and volunteers and handle individual guest issues when needed
• Provide training and support of retail operations
• Support and enhance a clean, safe, enjoyable and educational experience at the Belle Isle Aquarium by actively engaging in the enforcement of superior customer service standards and facility appearance guidelines.
• Serve as on-site manager to address emergency situations

Other Responsibilities and Duties

• This is a dynamic position and needs will fluctuate based upon the season, specific programming, and organization capacity. The BIC has limited staffing capacity and therefore it’s essential for all team members to work across and support multiple departments and initiatives
• Maintain favorable appearance and functionality of public facilities, which includes cleaning and light maintenance, among other duties
• An understanding of the BIC’s culture and management practices and philosophy is essential to success in this position
• Other duties as assigned

QUALIFICATIONS

• Highly adaptable person who has the ability to go with the flow
• Enjoy working with the public, meeting new people and working with volunteers
• Highly organized and detail oriented
• Have basic knowledge of customer service best practices
• Strong communication skills
• Self-starter who has minimal need for close supervision
• Positive, can-do attitude
• Willingness to learn quickly on the job
• Willingness to complete designated responsibilities
WORK ENVIRONMENT

The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Exposure to various in temperature, humidity or wetness
- Noise level in work environment can be loud
- Employee is regularly required move about their work area, between buildings and the campus grounds

SCHEDULE

The position requires on-site presence during Aquarium operating hours (Friday, Saturday, Sunday) from 9 am to 5 pm and other special events and programs.

COMPENSATION

This is a full-time, exempt position, offering a generous benefit package, including paid time off. The annual salary is $53,000.00

APPLICATION PROCESS

To apply, please send your resume and a brief statement of interest with the subject line “Program Coordinator” to careers@belleisleconservancy.org prior to July 25, 2022 at 6pm.

Belle Isle Conservancy (BIC) is an equal opportunity employer. We value a diverse workforce and an inclusive culture. BIC encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, and veteran status.