ROCKY MOUNTAIN CONSERVANCY POSITION DESCRIPTION

JOB OVERVIEW

Position Title: Education Associate

Reports To: Education Coordinator

Department: Education

Position Type: Hourly (Non-Exempt), Part Time Seasonal (approximately 20 hours per week, Tuesday – Saturday) April through October for a primarily office-based position, OR Full Time Seasonal (40 hours per week, Tuesday – Saturday) April through October for a position that includes both office-based tasks and supporting select educational programs. May be eligible to transition to a year-round position upon completion of a successful seasonal employment term. Evening and weekend hours will be required. This position is primarily in-person in Estes Park, with the possibility of 1-2 days of remote work with supervisor approval after the initial training period

Compensation and Benefits: $22/hr. - $25/hr. depending on experience

- Housing assistance may be available for full-time staff.

Potential for Advancement: Yes

JOB DESCRIPTION

This position is responsible for assisting members of the Conservancy's education team with administrative duties related to the growth and continued success of the Field Institute. The Education Associate will provide excellent customer service in responding to participant inquiries, facilitating program registration, and managing participant communication for the Conservancy's various educational programs, including private or custom program reservations. The Education Associate will also serve as the main point of contact for program instructors and will assist with coordinating program logistics and materials before and during programs. This position will also support in-person outreach activities in and around Estes Park. Full-time hires will assist the primary instructor on Field Institute courses and drive participants to/from field sites in Rocky Mountain National Park.

Essential Duties/Responsibilities

1. Collaborates with all members of the Education Team, including year-round staff, contract instructors, and summer interns, to schedule and prepare for a range of Field Institute programs, including Field Institute courses, scenic ecology bus tours, guided hikes, lecture series, and private or custom programs.
2. Processes online registrations, cancellations, and refund requests in an accurate and timely manner and in accordance with Field Institute policies.
3. Answers questions for customers and visitors about various programs via phone and email. Notifies participants about program cancellations or other changes.
4. Responds to inquiries about private or custom programs, gathering additional information from the group, suggesting appropriate programs, booking programs based on staff and vehicle availability, and processing payment.
5. Communicate with partner organizations and contract instructors about course materials, field locations, permits, and required documentation for programs.

6. Prepares program rosters and emergency contact lists, prints course documents, and gathers program supplies.
7. Assists with classroom set-up and breakdown, including managing audiovisual equipment and instructional materials.
8. Maintains up-to-date online registration information, including updating course listings.
9. Assists with the Communications team with program marketing tasks, including creating and distributing promotional materials and staffing weekend outreach events.
10. Assists with member/donor events and other tabling opportunities. Represents the organization throughout the community as needed.
11. Full-time staff only: Safely and responsibly drive a 15-passenger vehicle to transport program participants to various locations in and around Rocky Mountain National Park. (A commercial driver's license is not required.)
12. Full-time staff only: On occasion, this position may be asked to deliver select general audience educational programs, such as serving as a step-on tour guide or leading scenic ecology tours for private groups.

Other Duties/Responsibilities

1. Answers the main Field Institute phone to support other departments as needed.
2. Supports occasional volunteer and stewardship events.
3. Assists with group management or instruction for field-based programs.
4. Assist with vehicle maintenance and upkeep.
5. Other duties as needed.

JOB QUALIFICATIONS

Knowledge, Skill, and Ability

This position requires the ability to work well with many types of people in both office and field-based situations.

1. Excellent organizational skills, attention to detail, and the ability to manage multiple projects on varying timelines.
2. Ability to work independently and as part of a diverse team.
3. Strong professional written and verbal communication skills, including the ability to communicate effectively with remote colleagues about shared projects.
4. Positive attitude, flexibility, strong critical thinking, and problem-solving skills.
5. Professional demeanor and appearance.
6. Valid driver's license and clean driving record required. (A CDL is not required).
7. Must successfully pass the National Sex Offender Public Registry and applicable State and Federal background checks and fingerprinting.
8. Knowledge of the cultural and natural history of Rocky Mountain National Park is preferred.

Computer Skills

1. Working knowledge of current Microsoft Office (Word, Outlook, Excel) or similar applications required.
2. Ability and willingness to learn new computer programs, including Eventbrite registration platform and Canva graphic design software required. Experience with graphic design software and/or web-based event registration platforms preferred.

Education or Formal Training

High school diploma required. An associate or bachelor's degree in a relevant field (such as the natural sciences, resource management, or education) is preferred, though relevant experience may be substituted.

Experience

1. 1 year of customer service or other public-facing work experience required.
2. Demonstrated experience in customer service and customer communication.
3. Demonstrated professional writing experience, including customer correspondence.
4. Experience setting up basic audio-visual technology (laptop computer, projector, and speakers) is required.
5. Experience driving large non-commercial 15-passenger vehicles is helpful but not required
6. Experience driving in Rocky Mountain National Park is helpful but not required.

Material and Equipment Directly Used

The position required the use of computer equipment, telephones, other typical office equipment, as well as audio-visual equipment, including LCD projectors and a personal voice-amplifier. Position may require driving 15-passenger non-commercial vehicles to assist with or deliver programs, outreach events, or vehicle maintenance.

Working Environment/Physical Activities

The ability to sit for extended periods of time is required. Weekend and evening hours are required at times. Expect to work in both an office setting and outdoors. Outdoor work hours may require walking and hiking on both maintained trails and natural surfaces in varying weather conditions. Occasional travel locally, within Rocky Mountain National Park, and around Colorado may be required.

NOTE: THIS JOB DESCRIPTION IS NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL DUTIES, RESPONSIBILITIES, OR QUALIFICATIONS ASSOCIATED WITH THE JOB.