



## **Friends of Tualatin River National Wildlife Refuge**

### **Position Description**

#### ***Friends Interpretive Program Coordinator***

POSITION TITLE: Interpretive Program Coordinator (IPC)

LOCATION: Tualatin River National Wildlife Refuge Complex (Refuge), Sherwood, Oregon

#### **POSITION SUMMARY:**

The Interpretive Program Coordinator (IPC) coordinates the Visitor Center, Trail Rovers and Interpretive Program, and supports the Visitor Services Park Ranger in managing the Volunteer Program. The IPC is largely self-directed and also coordinates responsibilities with the Friends Environmental Education Specialist.

The IPC reports to the Board of Directors of the Friends of the Refuge (FOR) through a Board member designated by the Board President. This Board member will coordinate with refuge staff to determine overall program guidelines and goals.

#### **Visitor Center Responsibilities:**

- Oversee the daily Visitor Center operations including: opening and closing, managing publications, bulletin board, brochure rack, information desk, general outreach, keeping visitation records, cleaning/maintaining exhibits and performing basic building maintenance
- Maintain and update the operating schedule of the Visitor Center. This includes volunteer recruitment to assure coverage and providing coverage when needed
- Attend monthly Nature Store Committee meetings and assist with store operations when related to the volunteers; including computer software and updates. Will work in concert with store leadership team to assure training and operational needs are met

#### **Volunteer Program Responsibilities:**

- Coordinate Refuge's Visitor Center volunteers, Trail Rovers and Interpretive Program volunteers. Includes: recruiting, training, onboarding, scheduling, managing day-to-day volunteer activities, annual meetings, tracking and managing budget, volunteer data and hours contributed, and nurturing the programs
- Assist in the intake of new volunteers, providing information about the volunteer program and steering them in the appropriate direction
- Develop and maintain volunteer recruitment materials
- Assist with the monthly Volunteer Newsletter. Collaborate with appropriate staff and volunteers to include pertinent information
- Supports communication between the Refuge and volunteers regarding important Refuge updates, as needed

- Assist with All Volunteer Orientations throughout the year, as needed
- Assist with Enrichment opportunities for volunteers

### **Interpretation Responsibilities**

- Support existing interpretive opportunities and public programs such as interpretive displays, various walks, and special presentations
- Implement Interpretive Program opportunities and other public programs that meet the goals of the Refuge and the [Standards of Excellence](#)
- Recruit and train volunteers to conduct both formal and informal interpretation
- Coordinate volunteers and provide feedback on formal and informal interpretive experiences to refuge visitors, community members and at off-site events. This includes walks, talks, demonstrations, impromptu tabletop/trail station, roving and published media presented to groups of all ages
- Collaborate with the Visitor Services Team to plan and implement special events such as Earth Day and Creatures of the Night
- Collaborate with the restoration staff to plan and implement special events such as National Public Lands Day
- Prepare public outreach materials for events and programs which includes posting outreach materials for U.S. Fish and Wildlife Service (FWS) and FOR on social media and website
- Write, submit, manage, and report on grants for Interpretive Program funding assistance
- Maintain databases of program attendance
- Work with Park Ranger to develop and implement evaluation process for interpretive program

### **Communication/media:**

- Assist in maintaining the FWS/FOR websites and social media pages for the Visitor Services Program
- Assist in the development of step-down communication and program plans

### **General Responsibilities:**

- Assist Friends Board with developing and carrying out mission, goals and objectives
- Assist Refuge Administrative Officer and Visitor Services Team with the management of the Riparian Conference Room, including working knowledge of A/V equipment as requested
- Assist Refuge and Friends with planning and implementation of special events such as Tualatin River Bird Festival and the Native Plant Sale
- Assist the Visitor Services Team; this may include assisting with teacher workshops, accompanying/leading field trips, and providing feedback for program evaluation
- Provide monthly and annual reports, information and updates about program to Refuge Visitor Services Manager and Friends Board of Directors
- Attend and present at Board of Directors meetings as scheduled
- Attend and help coordinate Annual Friends meeting
- Provide general office/administrative support to the Visitor Services Program
- Collaborate with other Refuge Staff and programs

- Other duties as assigned

**Requirements:**

- A Bachelor's degree from an accredited, four-year university in education, volunteer coordination, environmental interpretation, environmental education, environmental science, natural resources, or the natural sciences (Master's preferred)
- Minimum two years of experience working in an interpretive or environmental education program
- Knowledge of the principles and processes of interpretation and natural resource conservation education as they apply to developing and coordinating refuge programs and skills to apply these concepts to program development
- Skills in oral and written communication to plan and develop informative, interpretive, and educational materials and programs to audiences of all ages and diverse backgrounds
- Ability to recruit, train, schedule and coordinate volunteers in support of refuge programs
- Knowledge of national interpretive organizations and programs
- Knowledge of grants, contracts and budgeting sufficient to administer such processes and deal with vendors
- Ability to assist with short and long-term planning of the public use program
- Solid background in natural resources, ecology and environmental issues
- Strong organization skills and ability to work independently
- Strong leadership skills to work with volunteers and co-workers
- Ability to work diplomatically and respectfully with people of varying cultures, ethnicities, education, interest levels, and ages to convey lesson objectives, and inspire learning and awareness of FWS objectives
- Experience with Windows computer operating systems, Adobe Suite software, Microsoft Office, database management, e-mail marketing and website management
- Willingness to attend and travel to meetings in various parts of the region and work a flexible schedule, including weekends and some holidays and evenings. Willingness to maintain flexibility as the schedule may change to meet the needs of the public use program
- Ability to maintain a professional commitment to the goals of the FOR and Refuge
- Regular and reliable attendance
- Have a valid driver's license and good driving record
- Required to submit to a federal and state background check

**Desired Skills:**

- Knowledge of the surrounding community and refuge visitation demographics to develop programs that will suit the needs of visitors, while supporting the management objectives and goals of the Refuge
- Knowledge of the program of the FOR and Refuge as well as familiarity of public use programs on the Refuge
- Proficiency in written and spoken Spanish is highly desired
- Working knowledge of the missions, management practices and principles of the FWS and the National Wildlife Refuge System
- First aid and CPR/AED training

## WORK ENVIRONMENT

The position requires office, classroom, and outdoor work. Temperature and weather extremes may be encountered in the performance of outdoor work. The IPC is expected to conduct duties in a safe and orderly manner so as to not endanger self, coworkers, visitors or property. The incumbent will be required to follow the established Friends' dress code and Employee Handbook.

**HOURS:** Full-time 40hrs/week; 5 days/week; Tuesday- Saturday (with occasional evening and holiday work.)

**COMPENSATION:** Depending on experience or qualifications. Hourly range (\$16-18/ hour). This position is paid hourly with monthly payroll. Benefits include paid Federal holidays, vacation time and sick leave. Professional Development funds are available.