

Program Coordinator

Job Description

Department	Program
Supervisor(s)	Management
Position Term	Full-time, year-round

Program Description The Program Department at Camp Denali and North Face Lodge supports the company mission of “*providing active learning experiences and fostering stewardship of the natural world through a tradition of excellence, community, and place.*” The Program Department encompasses guest services and educational opportunities, including the narrated tour through Denali National Park (DNP) en route to Camp Denali and North Face Lodge, and naturalist guided excursions conducted under a concession contract with the park. Other program elements include evening presentations given by naturalist staff or visiting guest speakers through the Special Emphasis Series. The guest services realm of the Program Department involves coordinating the guest stay with a high standard of customer service, while helping to foster a sense of community. Staffing within the Program Department varies, but generally includes twelve naturalist guides, at least six who are CDL (Commercial Driver License) bus drivers trained to narrate the tour.

Program Coordinator Position Description The Program Coordinator oversees the Camp Denali and North Face Lodge guest programs. S/he collaborates with Management to develop the overarching plan for educational programs, and implements all aspects of programming. In the summer the Program Coordinator position is paired with guiding, hosting or both. In the winter, beyond the program planning responsibilities, s/he helps cover winter office functions. Winter hours comprise a 35-hour workweek; summer workweeks are 50+ hours. Additional duties are determined by Coordinator’s skills and company needs.

Compensation Salary is commensurate with training and experience. Six weeks of paid time off (PTO) is available during the first winter (mid-September to mid-May) and increases to eight weeks the third winter. A high-deductible group health insurance plan, which can be paired with an employee-funded Health Savings Account (HSA) are offered. There are no charges for room or board during the operating season. Summer guest gratuities are pooled and divided equally among all staff, amounting to approximately \$350/person/month.

Major Functions

- Coordinate the Special Emphasis Series
- Work with partner organizations to acquire and share visiting speakers
- Work closely with Reservations Coordinator to communicate the program to prospective travel partners
- Recruit & hire naturalist guides in cooperation with Management and the Personnel Coordinator
- Train, schedule, evaluate, and supervise naturalist guides
- Collaborate with the Transportation Coordinator to ensure that drivers who transport guests are adequately trained both for driving and for interpreting the landscape
- Maintain inventory of programmatic materials & interpretative aids

- Maintain resource room exhibits & resources
- Act as liaison with the National Park Service (NPS) regarding concession contract compliance & evaluations/coaching
- Report to NPS regarding concession activity as required under concession contract
- Collaborate on citizen science and research projects with the NPS and other entities
- With the Office and Reservations Coordinators in the winter s/he answers phones and email, confirms reservations, monitors and processes payments, processes mail, responds to information requests, and updates the reservations system, as necessary.
- Complete tasks as indicated on the administrative timeline.
- Understand and support the Camp Denali and North Face Lodge Mission

Desired knowledge, skills, & abilities In-depth knowledge of the natural and cultural history of Denali National Park. A solid background in the natural sciences and education (MS preferred) with experience in arctic/sub-arctic or alpine regions. Experience providing naturalist led outings. Supervisory experience. Demonstrated ability to evaluate educational programs and modify as necessary. Exceptional verbal and written communication skills, particularly the ability to provide timely guidance to hosts and naturalist guides. Insurable driving record. Current Wilderness First Responder Certificate or ability to obtain. Current CDL (commercial drivers license) or ability to obtain. Computer and Internet skills with experience in a Mac environment. Competent with Microsoft Office, InDesign, and FileMaker Pro. Initiative to notice the need for and to undertake new projects. Professional attitude, language, and approach to tasks. Strong team player including the willingness to fill-in for absent supervisees or co-workers. Attention to detail and thoroughness.

Required Interest in living and working in two different remote communities for a small, family-owned and operated business: summer in the heart of Denali National Park, and winter just outside the park entrance. Willingness to pitch in, sometimes outside of regular work hours.

Working Conditions & Physical Demands Computer work, phone answering, long periods sitting at a desk in the winter. Summer season: up to 15 hour workdays driving buses, additional physical demands that likely include guiding strenuous hikes in the Denali backcountry and physically demanding cleaning chores.