

7/13/11

Job Description

Part –Time Conference Host / *Naturalist**

*(*Occasional Naturalist work for qualified Host applicant)*

Headlands Institute Conference and Retreat Center

Do you want a job that supports a non-profit working to make the world a better place? Do you want an opportunity to work in a stunning National Park setting in the Marin Headlands, only minutes from San Francisco? The Headlands Institute is recruiting individuals to join its Conference and Retreat Center for part-time positions. Headlands Institute is a campus of NatureBridge. NatureBridge is a nationally recognized leader in the field of experiential environmental education and conference services.

The Conference Host is an integral part of the Headlands Institute customer service team. Hosts ensure the successful implementation of meetings, retreats and special events for more than 14,000 participants per year. The Conference Host is also in communication between departments and works closely with all members of the Headlands Institute team.

Duties of the Host Job:

- Acts as primary point of contact for guests from beginning to end of their visit (greeting coordinators, giving orientations, being available as needed, etc)
- Supports kitchen staff in set-up, service & clean-up for all meals served to clients
- Responsible for meeting room set-up and clean-up (lifting chairs, tables, etc)
- Ensuring systems and policies are implemented
- Responsible for maintenance of Conference supplies
- Assists other Hosts and Conference Operations Manager with daily duties and projects as needed
- Ability to self-supervise
- Administration support for all departments (mail, filing, data entry)
- And any other duties as assigned

Host Requirements:

The ideal candidate can demonstrate the following:

- Excellent customer service, problem-solving, interpersonal, time management and organizational skills as well as able to perform multiple tasks in a timely manner and be detailed oriented
- Must be diplomatic, effective at resolving conflict
- A good sense of humor and warm, welcoming personality essential
- Associates degree or equivalent, or six months to one year hospitality related experience and/or training is preferred
- Ability to work various hours –weekends, mid-week, early and late & on call. We will try to make it as workable for you as possible
- Ability to move moderately heavy objects (tables, chairs, etc.) and work on your feet all day
- A passion for the Headlands Institute mission

CPR and First Aid certificates are required for all Hosts. If the applicant does not have this certification already he/she must attend certification training, (cost covered by Headlands Institute) within the first three months.

The Naturalist aspect of this job is approximately 10% of time, depending on customer demand. Naturalist experience is not required but strongly preferred for this position.

Naturalist Duties:

- Lead/teach conference groups of adults or youth on weekend or weekday programs, involving teambuilding, hikes, education programs and campfires
- Lead occasional weekday evening programs, night hikes and campfires for schools attending our field science program

Naturalist Requirements:

- Wilderness First Aid (WFA) certified (cost partially covered if not already certified)
- Group management experience with youth and adults
- Experience in leading & teaching groups in outdoor settings preferred

Compensation:

Health benefits are not provided for part-time employees.

Hours vary depending on the amount of conferences booked. No guaranteed minimum hours, but can expect 8 to 25 hours a week (occasionally more).

This position is starting as soon as possible with paid training. Interested individuals are encouraged to submit a letter of interest and resume. Recruiting and retaining a diverse workforce is a high priority at Headlands Institute and NatureBridge.

**Email: hostsearch@naturebridge.org - Fax: 415-332-5784 - No calls or walk-ins please
Headlands Institute - 1033 Fort Cronkhite - GGNRA - Sausalito, CA 94965**