



### **Headlands Institute Field Science Operations Manager**

NatureBridge seeks a Field Science Operations Manager for our Headlands Institute campus. This is a full-time position for 11 months a year, with a one month summer furlough.

NatureBridge, formerly Yosemite National Institutes, is committed to educating the next generation of leaders to respect the natural world, understand the scientific principles that govern it, and preserve it for future generations. NatureBridge is the largest residential educational partner of the National Park Service currently operating four environmental education campuses: Olympic Park Institute in Olympic National Park in Washington state, Headlands Institute in Golden Gate National Recreation Area, Santa Monica Mountains Institute in Santa Monica Mountains National Recreation Area, and Olympic Park Institute in Olympic National Park. Each year, NatureBridge helps more than 40,000 people from ethnically and economically diverse backgrounds find a personal connection to nature through field science, youth leadership, and teacher training programs. We have led the way in residential field science and environmental education for nearly 40 years. During that time, we have introduced almost one million students to the wonders of our national parks and inspired them to engage in conservation and service.

See [www.naturebridge.org](http://www.naturebridge.org) for more information.

#### **SUMMARY:**

The Field Science Operations Manager is an integral part of the Headlands Institute administrative team and is directly involved with administration of field science. The Field Science Operations Manager serves as the primary on-site decision-maker and contact for Field Science customers and serves as a leader and coordinator for the Campus Coordinators. The Field Science Operations Manager helps the Director of Operations with the management and operation of existing programs, is a key contact for participants and interacts frequently with all staff.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Schedules all Field Science programs, and ensures all logistical details are accurate and promptly communicated to staff and customers.
- Customizes program services and educational components for the customer and makes necessary billing/tuition adjustments within pricing guidelines established by the Institute Director.
- Creates and updates the weekly Field Science staffing schedule. Manages conflicts and Field Science Educator time-off requests.
- Communicates customer program requests to all Field Science Educators and Field Science Education Manager.
- Ensures that medical and dietary information is received from Field Science groups, and communicates and coordinates any necessary special arrangements with all appropriate staff.
- Assists customers, both current and potential, with all questions or changes related to program requests.
- Acts as liaison between teaching staff and customers by translating program requests.

- Schedules, make reservations, and arranges bus transportation for Off-Campus Trips
- Prepares weekly customer program information mailings, Pre-Trip and Pen Pal letters.
- Hires, trains, supervises and evaluates Campus Coordinators.
- Provides necessary support to Campus Coordinators.
- Compiles weekly Campus Coordinator packet. Follows-up with customers as needed to prepare for arrivals.
- Conducts weekly Field Science Educator meetings.
- Attends weekly Operations logistical meetings with Kitchen, Facilities and Conference staff. Reports decisions/findings/ conflicts to Director of Operations as needed.
- Prepares weekly meal and facilities reports.
- Submits accurate and prompt reports, including payroll.
- Assists with compilation of the annual Field Science budget as directed by Director of Operations.
- Assists the Director of Operations and the Field Science management team to maintain a comfortable and safe campus for all HI customers.
- Co-coordinates Armstrong Scholars Program with Yosemite Institute staff, leading the appreciation ceremony.
- Performs all other duties as assigned by supervisor.

**QUALIFICATION: EXPERIENCE, COMPETENCIES AND EDUCATION:**

Bachelor's degree (B.A.) from four-year college or university; one to two years related experience and/or training; or equivalent combination of education and experience. Excellent customer service, interpersonal and organizational skills. Diplomatic and performs well under pressure. A trouble-shooter with sound decision making skills. Must be detail-oriented. Proficiency with databases (FileMaker Pro preferred) and word-processing software is required. Internet and e-mail experience required. Ability to work as part of a team and a great sense of humor are essential.

**Compensation:**

Commensurate with experience. NatureBridge provides a comprehensive compensation package, including competitive salary, medical and dental benefits, generous vacation and the opportunity to work in a National Park with its spectacular location. This position does not come with housing.

**Recruiting and retaining a diverse workforce is a high priority at NatureBridge.**

NatureBridge values diversity, equity, and inclusion. We strive to diversify our workforce and seek applications by individuals from all backgrounds.

**Application Process:**

Interested individuals are encouraged to submit a cover letter explaining why your background fits our needs, including salary requirements, and current resume (as Word Documents or PDF attachments only) to: [FSOMsearch@NatureBridge.org](mailto:FSOMsearch@NatureBridge.org)

No calls or faxes please. No staffing or recruiting agencies please. Application process open until position filled.