



Friends of Tualatin River National Wildlife Refuge

Position Description

Friends Volunteer and Community Engagement Coordinator

POSITION TITLE: Volunteer and Community Engagement Coordinator (VCEC)

LOCATION: Tualatin River National Wildlife Refuge, Sherwood, Oregon

POSITION SUMMARY:

The Volunteer and Community Engagement Coordinator (VCEC) coordinate the Visitor Center, Trail Rover and Interpretive Program, and support the Visitor Services Park Ranger in managing the Volunteer Program. The VCEC works directly with the programs designed to increase visitation and outreach to diverse audiences within the community. The Friends of the Refuge (FOR) recognize that Washington County consists of many diverse cultures including a growing Latinx community. As we build our efforts to engage underserved populations in conservation education, we are seeking applicants who can help us achieve this outcome.

Refuge staff determines overall program guidelines and goals for the VCEC program. The VCEC reports to the Board of Directors of FOR through a Board member designated by the Board President. This Board member will coordinate with Refuge staff to assist in fulfilling the goals of the program. FOR, in working in conjunction with the Refuge, has a rich history of developing influential conservation professionals and we are looking for candidate interested in growing our sector.

Visitor Center Responsibilities:

- Ensuring a welcoming experience for the community in the Visitor Center
- Maintain and update the operating schedule of the Visitor Center. This includes volunteer recruitment and training to assure coverage and will provide coverage when needed
- Oversee the daily Visitor Center operations including: opening and closing, managing publications, managing the bulletin board and brochure rack, information desk and general outreach, keeping visitation records, cleaning/maintaining exhibits and performing basic building maintenance
- 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:

- Manage Refuge's Visitor Center volunteers, Trail Rovers and Interpretive Program volunteers. Includes: recruiting, training, paperwork, scheduling, managing day-to-day volunteer activities, annual meetings, volunteer data and hours contributed

- Recruiting and retaining a diverse pool of volunteers that will help carry out the equity goals of the Refuge and FOR that include knowing and relating to the community and being an asset to that community.
- Assist in the intake of new volunteers to include interviewing, reference checks, orientations, trainings and data management
- 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 Enrichment opportunities for volunteers

Community Engagement Responsibilities

- Support existing interpretive opportunities and public programs such as interpretive displays, various walks, and special presentations.
- Develop Interpretive Program opportunities and other public programs that meet the equity goals of the Refuge
- Recruit, train and 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. Includes posting outreach materials for FOR on social media and website
- Write, submit, manage, and report on grants for Interpretive Program funding assistance
- Assist in maintain databases of program attendance
- Work with Refuge Park Ranger to develop and implement evaluation process for interpretive program

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 Room, including working knowledge of A/V equipment as requested.
- Assist Refuge and FOR 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 accompanying/leading field trips, and providing feedback for program evaluation.
- Provide monthly and annual reports, information and updates about programs to Refuge Park Ranger and FOR Board of Directors
- Periodically attend and present at FOR Board of Directors meetings
- Attend and help coordinate Annual FOR 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, interpretation, environmental education, natural resources, or the natural sciences or within sector workplace experience equivalent
- Minimum one year of experience working in community outreach, interpretive or environmental education program volunteer coordination
- 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.
- High degree of fluency in Spanish is preferred
- Ability to work with communities of color to build and coordinate culturally responsive programming
- Knowledge of the principles and processes of interpretation as they apply to developing and coordinating programs
- Ability to recruit, train, schedule and supervise volunteers in support of refuge programs.
- Understanding of the mission and vision of the U.S. Fish and Wildlife Service(USFWS) and the National Wildlife Refuge System
- Knowledge of grants, contracts and budgeting sufficient to administer such processes.
- Ability to assist with short and long-term planning of the public use program
- Strong leadership and organizational skills and ability to work independently
- Ability to work with a variety of people including staff, colleagues, volunteers, partners, community members, and the visiting public
- Ability to interact diplomatically and compassionately with people of varying cultures, ethnicities, education, interest levels, and ages to convey lesson objectives, and inspire learning and awareness of UFWS objectives and the mission or FOR
- Experience with Windows computer operating systems, Microsoft Office, database management, social media, website platform
- Willingness to attend and travel to meetings in various parts of the region and work a flexible schedule, including all weekends and some holidays and evenings. Willingness to maintain flexibility as the schedule
- Ability to maintain a professional commitment to the goals of the FOR and the Refuge
- Have a valid driver's license and good driving record
- Required to submit to a federal and/or state background check

WORK ENVIRONMENT

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

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

COMPENSATION: Depending on experience or qualifications. Hourly range (\$15-16/ hour). This position is paid hourly with monthly payroll. Benefits include paid holidays, vacation time and sick leave. Annual Professional Development funds are available with this position and will be part of the on-boarding process to ensure professional growth and development. Funds may be used for workshops, classes, joining professional organizations and more.

HOW TO APPLY:

In one PDF document, please submit your Cover Letter, Resume and three references to Resume@friendsoftualatinrefuge.org Subject line **Friends VCEC Resume**

*Applications due by January 10, 2020