Nature Center Manager

Naperville Park District

Contact Name: Lisette Zuniga
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Closing Date:
Salary: $75,000/yr - $90,000/yr

Description:
Overview:
Under the general supervision of the Director of Recreation Facilities, the Nature Center Manager oversees the operation of the Knoch Knolls Nature Center and system wide delivery of the District's environmental programming.

Essential Duties and Responsibilities:

1. Develop, plan, organize, implement, evaluate, and oversee environmental education, camps and interpretive activities, programs, and exhibits, including animal care and procurement, at the Knoch Knolls Nature Center and other related facilities, including the management of the Garden Plots, subject to the needs and interests of the community, and in support of the District's mission, vision and core values.
2. Collaborate with the Conservation Foundation, forest preserve districts, school districts, and other community groups on program and activity planning, educational opportunities, and research projects.
3. Manage all operations of the Knoch Knolls Nature Center. Work closely with related departments in assuring safe and productive operations. Implement the operations and staffing plan for the Knoch Knolls Nature Center and associated programs and events.
4. Purchase supplies and materials for Knoch Knolls Nature Center wildlife and programming.
5. Collaborate with related departments in the on-going restoration and maintenance functions of the Knoch Knolls Nature Center and park and make recommendations for site enhancements.
6. Work closely with the District's Volunteer & Events Manager to develop, plan, organize, and implement environmental initiatives utilizing volunteers.
7. Provide leadership of Nature Center support, teaching staff, naturalists and volunteers. Manage work, including planning, assigning, scheduling, and reviewing work, ensuring quality standards. Is responsible for hiring, disciplining, training, and developing, reviewing performance, and administering performance improvement plans for staff. Approve and sign off on biweekly payroll.

8. Work closely with related departments to identify strategic initiatives, establish direction, and further develop customer service philosophy. Evaluate program content and facility operation through observation, participant and staff comments, records of participation, demographics, and trends, and formulate recommendations to improve services.
9. Foster an environment of customer-focused service to both internal and external customers.
10. Establish, support, and maintain facility standards.
11. Develop and implement an effective public marketing program for Knoch Knolls Nature Center, environmental programs, and initiatives. Prepare information for the promotion of programs and work closely with the Marketing department in the design and development of program guides, flyers, posters, brochures, and web materials.
12. Ensure confidential use of customer information, including credit card transactions and household accounts.
13. Develop annual department/division budget and year-end projections as outlined in the annual budget calendar. Communicate budgetary requests as needed and educate direct reports on the approved annual budget. Continuously monitor budget performance throughout the year, adjusting for unexpected expenses or fluctuations in revenue as appropriate.

Other Duties and Responsibilities:

- Respond to customer comments and inquiries in a timely manner.
- Formulate and recommend policies and programs that guide the District in maintaining and improving its image, competitive position, service levels, and profitability.
- Participate in and/or present at appropriate professional development trainings, workshops, and conferences
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge and skill in planning, organizing, and operating environmental facilities and programs.
- Excellent knowledge of the principles and practices of developing environmental education programs, interpretive programs, and plant and wildlife management.
- Familiarity with marketing techniques, market analysis, and promotions.
- Excellent knowledge of basic computer software.
- Ability to multitask, organize, and maintain attention to detail. Ability to prioritize and handle a variety of different tasks at the same time.
- Knowledge and skill in budget preparation, financial management, and fiscal control.

Education and Experience:

- Bachelor's degree in Interpretation, Natural Sciences, Environmental Studies, Environmental Education, or related field.
- Minimum five (5) years of progressively responsible experience in the management of a nature center, nature park, or nature preserve, or an equivalent combination of education and experience.
- Valid driver's license required due to the need to purchase supplies and attend meetings at multiple facilities throughout the District.
- Possession of, or the ability to obtain, First Aid, CPR, and AED certification within two (2) months of hire.

Special Considerations:

- Subject to both office and outside environmental conditions.

- Subject to modified/flexible work schedules.
- Exposure to variable outdoor temperatures, various forms of precipitation, pollen, mold, and insect bites.
- Regular onsite attendance is an essential function of this position.

Benefits

Hiring Range: $75,000/yr - $90,000/yr

To be considered for this position, interested individuals must complete the online application accessible at www.napervilleparks.org/employment. Materials submitted through mail, email, or fax will not be considered.