



JOB POSTING

Job Title: Reservationist and Educator I

Classification: Full Time

Status: Non-Exempt Status

Reports to: School Programs Coordinator

Start Date: After June 15, 2019

Posting Deadline: 5/1/19

Number of Positions: 1

Description

Reporting to School Programs Coordinator, this position shall assist with the operations and functions of the Education Department of the Aquarium of Niagara.

The Reservationist and Educator I will assist in administration, organization, registration and maintaining records for programs provided by education; acts as the primary contact point for program registration, registrant-correspondence; works primarily in an office environment, with extensive use of the telephone and computers and considerable contact with the public. Additionally, the Reservationist and Educator I will participate in programming, including teaching and program delivery on an as-needed basis.

The Educator I must model mutual support, excellent communication and joint problem-solving skills among Directors, Supervisors, Staff, Trustees, Volunteers and Vendors. Cultivate, support and maintain a culture of inclusion and engagement (positive moral) at the Aquarium of Niagara.

Essential Responsibilities

Reservationist (Primary duties)

- Serve as primary information and registration contact point for educational programs including field trips, outreach, camps, birthday parties and sleepovers.
- Assign staff, interns and volunteers for programs.
- Provide administrative support to the department, such as record keeping, invoicing, correspondence, etc.
- Process cancellations and handle correspondence and mailings.
- Assist with special events sponsored by the department.
- Prepare and process correspondence and bulk mailings regarding programs.
- Greet groups as they arrive at the Aquarium, as needed

Programming (Secondary duties)

- Maintain a basic familiarity with the Aquarium's animal collection, and develop an understanding of the importance the collection plays in the fulfillment of the Aquarium's mission
- Respond to visitor observations and questions about the collections, or contact the appropriate animal care staff to answer a question or report a problem
- Serve as an instructor, presenting educational content to schools, guests, and birthday groups
- Assist with the development of materials and activities for use by program participants
- Conduct education programs at the Aquarium, local schools, and community centers
- Assist with developing and implementing informal educational programs for registered participants and casual visitors
- Assist with the development of materials and activities for use by visitors and school groups
- Maintain inventory of interpretive tools, including animal artifacts/bio facts and activity sets
- Maintain classroom areas and ensure cleanliness of educational spaces
- Assist with logistical planning and group orientation upon arrival to the Aquarium of Niagara
- Order, prepare, and setup food and desserts to participants as needed
- Remain acutely aware of the presence of needs of guests of the Aquarium of Niagara at all times
- Maintain a friendly, courteous and helpful attitude towards visitors
- Always support the mission of the Aquarium of Niagara

Requested Requirements

- Bachelor's degree in education, natural sciences, business administration, or a related field; or equivalent experience
- Minimum 2 years' experience as a reservationist, administrative assistant, secretary, or equivalent.
- Previous experience working with young children, ages 18 months – 5 years
- Experience with informal science/environmental educator highly desirable
- Excellent computer skills including Microsoft Word, Outlook, Excel, PowerPoint, and Publisher
- Excellent communication skills (verbal and in writing)
- Outstanding customer service skills; able to represent the Aquarium of Niagara at all levels with professionalism and pride
- Ability to address student groups of all ages and aptitudes
- Flexible team player; ability to work well with Aquarium of Niagara staff, project partners, and program participants.
- Knowledge of current teaching trends in the environmental education field
- Ability to multi-task as part of a fast-paced team

- Valid driver's license and a driver in good standing
- Able to lift 50 pounds and walk over uneven terrain and in all weather
- Familiarization with National and education standards
- Preferred: Previous experience handling and presenting live animals

Contact Information: Provide resume and cover letter to: kjones@aquariumofniagara.org

The Aquarium of Niagara is an equal opportunity employer. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, age, national origin, citizenship, sexual orientation, marital status, or any other classification protected by federal, state, or local law.