



Yukon Wildlife Preserve Operating Society (YWPOS)

POSITION DESCRIPTION: The Manager of Programming and Education leads the Preserve's programming and education activities. This position combines leadership, program planning and development, financial management, program evaluation and front-line programming for school programs, camps and other child/youth based programming opportunities. This position supervises Wildlife Educators/Programmers and works closely with the Manager of Visitor Services. This position reports to the Executive Director.

JOB TITLE: Manager of Programming and Education

SUPERVISOR'S TITLE: Executive Director

EFFECTIVE: Starting date TBD

INTENT: The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by the incumbent of this job. The incumbent may be requested to perform job-related tasks other than those specifically presented in this description.

GENERAL SUMMARY:

- Prioritize health and safety in day-to-day work.
- Contribute to a positive, professional and healthy work environment.
- Provide exceptional customer Service.
- Provide Management/Supervision of programming and education staff, including:
 - Leadership
 - Hiring
 - Training
 - Scheduling
 - Mentoring/Support
 - Evaluation
- Ensure diligent financial management.
- Administer and Deliver the following programming areas:
 - School Programs (spring and fall)



- Nature Camps (summer and spring)
- Birthday Parties (throughout year)
- Education and Community Group Programming (throughout year)
- By participating and/or leading the following activities:
 - Financial Planning and Management
 - Management/Supervision
 - Administration
 - Program Development
 - Program Delivery
 - Program Evaluation
 - Reporting
- Assist with delivery of Exclusive Experiences (end of August to late October, mid-December to early March and as required)
- Assist with Wildlife Interpretation / Front of House (end of Nature Camps to early October and as required)
- Assist with Office and Administrative Duties (including accepting bookings for both Programming and Education as well as Visitor Services products).

SPECIFIC PERFORMANCE EXPECTATIONS:

Key Performance Commitments & Actions <ul style="list-style-type: none"> ● <i>Identify the work/job related tasks, activities, functions and/or projects you will complete during the performance review period</i> ● <i>Identify the actions you will take to meet your commitments</i> 	Performance Measures <ul style="list-style-type: none"> ● <i>Indicate how you and your manager will know if you've met each commitment and how well you've done</i> ● <i>More than one measure can be used</i> ● <i>Measures are clear and within your control</i> 	Results Achieved <ul style="list-style-type: none"> ● <i>Complete at the end of the review period</i> ● <i>Reflects your accomplishments, what you actually did and the impact on your department / YWP.</i>
Prioritize health and safety in day-to-day work.	<ul style="list-style-type: none"> ● You work in a safe manner ● Appropriate PPE is used (by you and your staff) ● Hazards/unsafe conditions are controlled (via your own efforts or reporting to supervisor) ● Equipment is regularly inspected. ● Injuries/accidents are reported and documented using appropriate forms (to supervisor) ● Staff under your direction understand their rights, risks/hazards and how to work safely. 	



	<ul style="list-style-type: none"> • Staff under your direction receive a minimum of bi-annual H&S training (as appropriate) and reviews as necessary. • Ensure records of H&S training for your staff are maintained. 	
Contribute to a positive, professional and healthy work environment.	<ul style="list-style-type: none"> • Concerns are discussed with supervisor in a timely manner • Regular, positive communication with co-workers • Contribute to a team approach in daily activities • Uniform is worn in the public eye and is clean and neat • Chain of command is followed • Communicate / liaise regularly with other departments, ensuring positive communications/relationships and that regular updates flow both ways. 	
Provide exceptional customer Service.	<ul style="list-style-type: none"> • You provide exceptional customer service to YWP patrons. • Promote importance of good customer service to student staff 	
Provide Management/Supervision of programming and education staff, including: <ul style="list-style-type: none"> • Leadership • Hiring • Training • Scheduling • Mentoring/Support • Evaluation 	<ul style="list-style-type: none"> • Leadership: a positive role model for staff who demonstrates initiative, problem solving and a solid work ethic. • Hiring: Recruit, interview and hire as required. • Training: All new staff receive effective, efficient training on YWPOS and job in their first days of work. • Training: Take a lead role in providing training. • Schedule: Provide an appropriate schedule to staff and manager at least 2 weeks in advance of day worked. • Schedule: Ensure schedule provides necessary supervisory/mgmt. coverage and support for frontline staff. • Schedule: Overtime is minimized (requires mgmt. pre-approval unless in exceptional circumstances) • Schedule: Timesheets for you and your staff are submitted to manager within 36 hours of the end of a pay period. • Mentor/Support: Identify professional development opportunities (internally/externally) for staff for discussion w/ mgmt. 	



	<ul style="list-style-type: none"> • Mentor/Support: Regular contact/interaction with staff (where you ID challenges, correct problems, provide feedback and recognize successes). • Eval: Staff receive clear work expectations annually / within two weeks of starting a new role at the YWP. • Eval: A minimum of annual performance evaluation for staff (based upon clearly communicated expectations with constructive feedback for growth). Mid-season evaluation at your discretion. 	
<p>Ensure diligent financial management.</p>	<ul style="list-style-type: none"> • Receipts are retained, coded and submitted to mgmt. in a timely manner. • Participate in the creation of realistic, financially responsible budgets for all programming and education areas for approval by management. • Manage assigned budgets and stay within them. 	
<p>Administer and Deliver the following programming areas:</p> <ul style="list-style-type: none"> • School Programs (spring and fall) • Nature Camps (summer and spring) • Birthday Parties (throughout year) • Education and Community Group Programming (throughout year) <p>By participating and/or leading the following activities:</p> <ul style="list-style-type: none"> • Financial Management • Management/Supervision • Administration • Program Delivery • Program Evaluation • Program Development • Reporting 	<ul style="list-style-type: none"> • Financial Management (see above) • Management / Supervision (see above) • Admin: Clear and effective booking processes are established and made available. • Admin: Bookings are received and confirmed in a timely manner. • Admin: Prepare advertising plan and materials to reach key audiences. • Admin: Programs and practices are captured in detailed program write-ups and procedural operating manuals. • Program Delivery: Participate in program delivery as required. • Program Delivery: YWP assets are managed and maintained, including programming materials, equipment and facilities (including light cleaning as required of vehicles, outhouses, buildings, etc.) • Program Evaluation: Conduct evaluation of program, including participant, parent/teacher and staff evaluation, for the 	



	<p>purpose of benchmarking, enhancing and reporting.</p> <ul style="list-style-type: none"> • Program Development: All programming aligns with mission and vision (and school curriculum as required). • Program Development: Enhance and develop programming as appropriate / required. • Reporting: Produce final report seasonally (as appropriate) for key stakeholders. 	
	<ul style="list-style-type: none"> • School Programs <ul style="list-style-type: none"> • Spring School Programs as per agreement with Department of Education • Fall/Winter School Programs as per agreement with Department of Education • Nature Camps: <ul style="list-style-type: none"> • 9 weeks of Summer Nature Camps • 2 weeks of March Break Nature Camps • Birthday Parties <ul style="list-style-type: none"> • By demand. Annual work / reporting cycle. • Education and Community Group Programming <ul style="list-style-type: none"> • By demand. Annual work / reporting cycle. 	
Assist with delivery of Exclusive Experiences (end of August to late October, mid-December to early March and as required)	<ul style="list-style-type: none"> • Lead Exclusive Experiences as available. • Assist in accepting bookings in a timely way. • Participate in program development as appropriate / required. 	
Assist with Wildlife Interpretation / Front of House (end of Nature Camps to early October and as required)	<ul style="list-style-type: none"> • Delivering guided bus tours, step-ons, etc. • Customer Service (see above) • Process cash transaction, memberships and visitor stats. • Assist with special events and other visitor services initiatives. • Light cleaning and maintenance of YWP facilities (including vehicles, outhouses, shovelling, etc.) 	
Assist with Visitor Services and Programming Office and Administrative Duties.	<ul style="list-style-type: none"> • Customer Service (see above) • Receiving and addressing visitor services and programming bookings in a timely manner. • Fielding general inquiries via phone and email. 	



	<ul style="list-style-type: none"> • Providing support to visitor services staff (and other departments) as required. • Collaboratively ensure appropriate senior staff coverage throughout the year (including coverage during scheduled time-off, holidays and absences). 	
Projects and Specific Targets (TBD)		
Key Performance Commitments & Actions <ul style="list-style-type: none"> • Identify the work/job related tasks, activities, functions and/or projects you will complete during the performance review period • Identify the actions you will take to meet your commitments 	Performance Measures <ul style="list-style-type: none"> • Indicate how you and your manager will know if you've met each commitment and how well you've done • More than one measure can be used • Measures are clear and within your control 	Results Achieved <ul style="list-style-type: none"> • Complete at the end of the review period • Reflects your accomplishments, what you actually did and the impact on your department / YWP.
Enhance an aspect of staff training.	<ul style="list-style-type: none"> • Review existing training / onboarding procedures and identify problematic areas. • Work with department team to make an aspect of training more effective and efficient. 	
School Programming	<ul style="list-style-type: none"> • Develop programming to: <ul style="list-style-type: none"> • Differentiate K and 1 programs. • incorporate more science based programming and environmental monitoring. • update programs to reflect new curriculum (as necessary). • Participate in pricing review. • Participate in planning for new agreement with Department of Education. • Develop a couple of informal day trip itineraries for Education and Community Group programming. 	
Develop a new “kids” bus tour.	<ul style="list-style-type: none"> • Development, planning and evaluation of “kids” tour. 	
Review and develop outdated birthday parties materials.	<ul style="list-style-type: none"> • Conduct a pricing review. • Develop new birthday party offerings. • Prepare marketing plan and materials. 	



Participate in winter season admin and program planning and development activities for summer Nature Camps.	<ul style="list-style-type: none"> ● See “Administer and Deliver...” above. ● Including: <ul style="list-style-type: none"> ● Participate in planning and budgeting for summer 2019 camps. ● Develop 2019 summer program including themes, program outlines for leaders and workshop components. ● Conduct appropriate planning for a redistributed staffing model. ● Prepare materials for advertising. ● Begin taking bookings for late February / early March. 	
Take a lead role in the admin and delivery of March Break Nature Camps.	<ul style="list-style-type: none"> ● See “Administer and Deliver...” above. 	
Lead the admin and delivery of Swan Haven School Programming	<ul style="list-style-type: none"> ● See “Administer and Deliver...” above. 	
Interpretive Writing	<ul style="list-style-type: none"> ● Discuss contributing to panels, newsletter, website as opportunities arise. 	
Birthday Parties	<ul style="list-style-type: none"> ● Review current offerings, make recommendations for updates/changes to birthday party programme and implement these changes pending approval. 	

ANNUAL SCHEDULE OF WORK:

The following schedule lays out a rough schedule for the year, with expected, typical days of work. Exceptions to the typical days of work may be required due to birthday parties, special events, assisting in covering time off, etc. Regular weekend work typically infers 50% or more weekend days.

Beginning of December to beginning of March
Program Planning and Prep / Assisting with Visitor Services and Programming Admin
Typical days of work: regular weekend work as required

Beginning of March to end of March
March Break Nature Camps
Typical days of work: weekdays



End of March to end of April

Swan Haven School Programming

Typical days of work: weekdays

Early May to mid-June:

School Programming

Typical days of work: weekdays

Mid-June to end of August:

Summer Nature Camps

Typical days of work: weekdays

End of August to beginning of October:

Wildlife Interpretation / Front of House

Typical days of work: regular weekend work required

Beginning of October to end of October

Program Planning and Prep / Assisting with Visitor Services and Programming Admin

Typical days of work: regular weekend work as required

End of October to beginning of December

Fall/Winter School Programs

Typical days of work: weekdays



TERMS OF AGREEMENT:

This agreement is made between:

_____ (employee) and Yukon Wildlife Preserve Operating Society (employer)

The current term of this agreement is from:

_____ to _____,

at which time, the agreement will be renewed: _____,

with any subsequent changes coming into effect on: _____.

This agreement can be modified:

- during the current term (with immediate effect) with mutual agreement between employer and employee;
- after the current term of the agreement is complete.

This agreement was last modified on:

_____.

Employee performance reviews will be based on the Performance Commitments and Performance Measures above.

Interim review: _____

Annual review: _____