

Yurt Visitor Services Specialist (Summer 2021)

Inspire visitors to connect with the nature of Kachemak Bay. The **Yurt Visitor Services Specialist** will greet visitors, answer questions, help them to book programs, and encourage people to explore Kachemak Bay by participating in tours, activities, and events with the Center for Alaskan Coastal Studies (CACS) or partner organizations. The Visitor Services Specialist will work out of the CACS Yurt on the Spit, located right next to the bustling Homer Harbor. In addition to in-person communication with travelers, the Visitor Services Specialist will work closely with other CACS staff to develop social media posts and marketing products to share information about the organization and tours, activities, and events. The Visitor Services Specialist will also assist with daily Creatures of the Dock tours, where guests are guided in hands-on exploration of the unique invertebrates and fish that live on and around the sides of the floating dock. Participants in Creatures of the Dock Tours range from families with young children to senior citizens.



Position may also have opportunities to take on additional responsibilities related to supervising and mentoring a Yurt team of 1-3 educators, interns, and/or volunteers. This would include creating staff schedules to meet the daily needs of the Yurt and providing feedback to team-members. Exact role will depend on qualifications and interest of applicants. *Additional compensation would be provided for increased responsibilities and duties.*

Qualifications

- Warmth, friendliness, curiosity, creativity, and enthusiasm.
- Experience in visitor services or demonstrated desire to interact with large numbers of visitors and connect them with nature-based tours and activities.
- Strong background in social media and community outreach/networking skills.
- Ability to work both independently and in a highly collaborative work environment. Good organizational skills and ability to keep track of multiple tasks and responsibilities. Comfort living in shared housing with co-workers.
- Willingness to learn on the job and to adjust and adapt readily to changing circumstances (such as weather, group needs, etc.)
- Some familiarity with or interest in learning more about basic intertidal and marine ecology and history and culture of the Homer area.
- Strong communication skills, with the ability to provide concise and easy-to-follow directions, communicate science concepts in an age-appropriate way, and make people feel welcome.
- Commitment to CACS's work towards justice, equity, diversity and inclusion in our programs.
- Dedication to our vision of healthy ecosystems, engaged and connected communities, and inspired environmental stewards.
- Ability to receive and give direction and feedback on a variety of topics.
- Demonstrated good judgment, commitment to visitor safety, and first aid and CPR certification.

Core Duties:

- Greet visitors to the yurt, answer their questions, and introduce them to the mission and activities of the Center for Alaskan Coastal Studies.
- Guide people in choosing tours and activities that are offered at all CACS facilities and that are a good fit for them, and assist them in the booking and reservation process.
- Accept payment for promotional items and tours and complete daily sales and visitor reports.
- Develop social media posts and marketing products to share information about the organization and CACS tours, activities, and events.
- Assist with Creatures of the Dock Tours for adults and families.
- Inventory promotional items, maintain program materials, and perform daily/weekly cleaning of the Yurt.
- Manage check in for full-day Natural History Programs, including walking guests to the water taxi and greeting them upon return.
- Conduct participant evaluations of programs, and complete basic administrative tasks such as collection of forms and program data entry.

Equal Opportunity Employer & Equity Statement

The Center for Alaskan Coastal Studies recruits, employs, trains, compensates and promotes regardless of race, religion, color, national origin, sex, disability, age, class, veteran status and other protected status as required by law.

We recognize that the field of environmental education has long excluded Black, Indigenous, and people of color as well as people from working class backgrounds, people with disabilities, and other marginalized groups. We also recognize that environmental injustice and climate change disproportionately impact the most marginalized people in society- including people of color, Indigenous people, people from working class backgrounds, women, and LGBTQ+ people. We believe that these communities must be centered in the work we do and that environmental education will be stronger and richer with more diverse perspectives.

Hence, we strongly encourage people with these identities or who are members of other marginalized communities to apply for positions with the Center for Alaskan Coastal Studies. You are encouraged to self-identify in your cover letter, if you feel comfortable doing so. Please contact Katie Gavenus (katieg@akcoastalstudies.org, 907-235-1974 with any questions or concerns.

Position runs from May 31 – September 6, 2021. \$11-13/hour DOE + housing is provided

To Apply: Please submit a **cover letter, resume, and contact information for 3 references** to jobs@akcoastalstudies.org by January 18, 2021.

In your 1-page cover letter, please explain why you are interested in this position and describe the relevant work, academic, and/or life experience that you will bring to this position. Please indicate in both the cover letter and email subject line the position for which you are applying.