



JOB TITLE: Operations Manager - Conference and Site Support
LOCATION: Golden Gate
REPORTS TO: Assistant Director of Operations
FLSA STATUS: Non-exempt (with housing)

About NatureBridge

Founded in 1971, NatureBridge provides environmental science programs for students in the world's best classrooms—our national parks. Our mission is to connect young people to the science and wonder of the natural world, igniting self-discovery and inspiring stewardship of the planet. As the largest residential education partner of the National Park Service, NatureBridge serves more than 30,000 students and their teachers each year and offers programs in six national parks: Yosemite National Park, Golden Gate National Recreation Area, Olympic National Park, Santa Monica Mountains National Recreation Area, Channel Islands National Park, and Prince William Forest Park. In order to further our mission, NatureBridge is committed to supporting diversity, equity, and inclusion and to promoting equal opportunity for students and staff in the field of environmental education. For more information, visit: naturebridge.org

At the Golden Gate campus, NatureBridge runs a conference and retreat center that supports our educational programs. By opening our space to group retreats, we are able to further our mission of fostering environmental literacy to sustain our planet.

Summary

The Operations Team is an integral part of all NatureBridge programs at our Golden Gate campus. The Team provides exceptional customer service for all Conference, Environmental Science, and Coastal Camp guests. It does so by accurately and efficiently managing complex logistics for all groups attending programs, ensuring a welcoming and supportive atmosphere for guests while on site, and coordinating closely with other campus departments, including Education, Facilities, and Food Service to ensure a seamless customer experience.

All members of the NatureBridge Operations Team - Managers, Directors, and site staff - hold key functions that are essential to the team's goals. Operations Managers serve as the primary stewards of all program logistics, ensuring that information is collected and communicated across campus, as well as to or from customers.

The Operations Manager responsible for site support and staffing recruits, hires, trains, and supervises all Conference Hosts. They are also responsible for administrative office management, care and maintenance of conference supplies, smooth campus transitions between different programs, and maintaining the conference center budget.

This role primarily works Tuesday-Saturday. Evenings are occasionally required.

Primary Duties and Responsibilities

- Recruit, hire, train, and mentor Conference Hosts.
- Act as a Conference Host up to 25% of the time, including cleaning and setting up meeting rooms, assisting with food service during dining hall meals, and being on-call for guests.
- Provide 24-hour support to site staff to advise on emerging situations.
- Communicate regularly with attending conference coordinators to determine needed logistics and set expectations for conference groups, ensuring that information is collected and communicated across campus.
- With the support of the Senior Operations Manager and the Assistant Director of

- Operations, manage and monitor the annual Conference Department budget.
- Maintain high-quality, well-stocked site supplies needed by visiting groups, including tables, chairs, AV equipment, linens.
 - Ensure that the Owl's Roost Lounge is well-stocked, clean, and set-up to best serve visiting adult participants.
 - Maintain a welcoming campus for all participants through ongoing monitoring and development of campus spaces.
 - Oversee contracts, maintenance, ordering and use of all conference administrative equipment and supplies, including storage spaces.
 - Update and maintain the on-call staff system, including serving as on-call emergency manager as part of the NatureBridge on-call team.
 - Oversee day-to-day campus operations, including the welcome and check-in process for groups and campus transitions between program types.
 - Support additional departments with operations logistics, as needed.
 - This position involves a Tuesday through Saturday schedule, including some early morning and evenings.
 - Performs all other duties as assigned.

Experience, Competencies and Education

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Qualifications Include:

- 3 years of relevant experience or Bachelor's Degree
- Proven excellence in staff supervision and customer service
- Must be detailed and solution-oriented
- Excellent organizational, task, and time management skills
- Internet and e-mail experience required
- Strong interpersonal and communication skills
- Proven ability to work as part of a team
- Must be diplomatic and effective at resolving conflicts
- Able to lift and move moderately heavy objects (tables, chairs, etc) up to 25 lbs
- Hold a valid California driver's license
- CPR, AED and First Aid certification required. If the applicant does not have this certification already, the applicant must attend certification training within the first three months.

Supervisory Responsibilities

- 4-6 Conference Hosts

Budget Managed

None

Working Conditions

This job operates both in a professional office environment and in an outdoor setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing duties of this job, the employee is required to regularly stand; walk up to 7 miles on uneven terrain; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb and balance; stoop, kneel, crouch, and crawl; talk, hear, taste and smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Compensation

Competitive salary, depending on experience. Excellent benefits package including medical insurance, retirement plan, plus generous vacation, holiday and sick leave plans. This position does come with housing.

Application Process

NatureBridge is an equal opportunity employer. Recruiting and retaining a diverse workforce is a high priority. Interested individuals should submit a letter of interest and resume. To apply send a resume and cover letter to GOGAoperationsmanagersearch@naturebridge.org. No calls, faxes, or printed materials please. No agencies please. Position is open until filled. Looking for immediate hire, contingent on successful background check and fingerprinting.