



Program Support Assistant Job Description

P.O. Box 99302
Troy MI, 48099
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www.troynaturesociety.org

POSITION SUMMARY:

The Program Support Assistant (PSA) provides professional staff support to TNS Naturalist(s) and Program Instructors and is responsible for the scheduling and coordination of educational programs and related activities along with related pre and post duties. The PSA also provides professional staff support for TNS volunteers and is responsible for coordination of volunteer job duties and scheduling along with information tracking. The position reports directly to the Lead Naturalist who is responsible for his/her performance evaluations and is no more than 30 hours a week.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent
- Experience working in nature center, parks and recreation department, schools or similar facility
- Experience working with and/or supervising volunteers preferred

DUTIES AND RESPONSIBILITIES:

- Assist with scheduling schools/group field trips; outreach programs
 - Send reminder letters to schools/groups field trips; outreach programs
 - Get teacher/parent handouts ready for school/group programs and outreaches
- Assist with creation of Public Program Promotional Flyers
- Assemble materials and instructions for volunteers to ensure program resources are made available
- Help with design of new crafts
- Answer visitor questions and refer nature related questions to Naturalists and Instructors
- Archive information of public programs for use in grants, media and classroom
- Assist with setup and teardown of classrooms for programs when needed
- Recruit, screen, interview and coordinate training of new individuals for such volunteer duties including, but not limited to: receptionist, educational program assistant, trail maintenance and fund-raising events
- Review new volunteer applications and process as they are received, submitting background checks to city for approval
- Working in conjunction with Membership Committee, review memberships for volunteer recruitment.
- Recruit volunteers for TNS programs and activities no less than 30 days prior to the event, or as approved by the Executive Director
- Prepare and distribute assignment schedules to Lead Naturalist through signupgenius.com link)
- Develop ongoing strategies for volunteer recruitment (e.g. from membership list, monthly PSAs, etc.)
- Review volunteer log reports, manage and distribute reports of hours donated/jobs completed monthly
- Maintain data on all volunteers in excel file and hard copies in office files
- Provide assistance and consultation for volunteers as needed and when requested
- Coordinate volunteer appreciation events including the Annual Volunteer Appreciation Reception and the Volunteer Pancake and Sausage Dinner along with soliciting gifts and prizes
- Attend seminars/meetings as requested by the Executive Director
- Fill in at front desk as necessary
- Other duties or projects as assigned by the Executive Director or Board of Directors

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KNOWLEDGE SKILLS AND ABILITIES:

- Ability to interact work cooperatively with different types of personalities and individuals of all ages with enthusiasm and cheerfulness
- The ability to communicate with, supervise and empower volunteers to be effective in their roles
- Excellent speaking and communication skills
- Excellent time management and organization skills
- Working knowledge of computer programs and applications
- Excellent presentation, customer service and public relations skills
- Commitment to TNS programs, goals, vision and mission

