

DEPARTMENT OF NATURAL RESOURCES

OUTDOOR CENTER HOST JOB DESCRIPTION

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I. POSITION

Outdoor Center Host

II. JOB SUMMARY

The Outdoor Center Host position is a full or part-time, seasonal commitment to help create remarkable, personalized nature experiences for the Mountain Air community.

This well-organized nature team member keeps Mountain Air's educational nature program and Outdoor Discovery Center (ODC) running smoothly. An ODC Host is an enthusiastic environmental educator who brings great customer service to our guests and administrative efficiency to our nature program.

III. POSITION DURATION

Full time or part time during the May through October season. Summer schedules will be considered on a case-by-case basis. Weekend, holiday, and occasional evening availability is required.

Full-time hours per week: 35-40 hours, 5-days/week. 7-8 hours per shift, depending on program schedule.

Part-time hours per week: 20-25 hours, 2-3 days/week. 7-8 hours per shift, depending on program schedule.

IV. RELEVANT WORK EXPERIENCE & EDUCATION

Professional experience in an educational, recreational, and/or direct customer service setting is required. An understanding of and ability to deliver high service standards in a hospitality setting is critical. Associate or bachelor's degree in a natural science, recreation, or education field is preferred.

V. JOB TASKS (DUTIES)

1. Creating and sustaining a welcoming, compelling indoor environment for ODC visitors.
 2. Maintaining inventory and merchandise systems for a small, nature-based bookshop.
 3. Processing purchases through a computerized point-of-sale system.
 4. Maintaining administrative systems to support ODC operations and nature programs.
 5. Assisting with special projects and research to support nature programs and exhibits.
 6. Describing and promoting outfitter and guide services available through the ODC.
 7. Describing and promoting upcoming Mountain Air programs, nature-based and otherwise.
 8. Creating and maintaining educational exhibits in the ODC, including live animal habitats.
 9. Assisting with maintenance and promotion of educational wildlife garden.
 10. Responding to member and guest questions about Mountain Air trails, flora, and fauna.
 11. Presenting live animals and other ODC exhibits and activities to children and adults.
 12. Describing trails and rivers on and off Mountain Air property to members and guests.
 13. Understanding and communicating the uses and specifications of ODC merchandise.
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MOUNTAIN AIR COUNTRY CLUB

VI. REQUIRED ATTRIBUTES

1. Service-oriented, friendly, engaging, “people person.”
2. Nature enthusiast.
3. Experience with and aptitude for managing organizational systems.
4. Eager teacher and learner with boundless curiosity.
5. Familiarity with southern Appalachian flora and fauna, particularly mammals, birds, wildflowers, and trees.
6. Careful and effective spoken language habits.
7. Proficiency with Microsoft Office Suite software.
8. Wholehearted advocate for outdoor recreation.
9. Ability to work consistently well with no supervision.
10. Understanding of and ability to deliver high service standards.
11. Ability to operate a retail point-of-sale system.
12. Comfortable working in a country club/private resort environment.
13. Pro-active problem solver.
14. Confident team player.
15. Attention to detail in written, spoken, and graphic communication.
16. Ability to hike at least 3 miles on rough trails.
17. Comfortable when handling reptiles (resident corn snake and 2 turtles).
18. Familiarity with western NC and Yancey County, NC geography.
19. Confidence when talking with small groups of adults and children.
20. Valid driver’s license and reliable transportation to work for the term of employment (commute includes a 1,500’ elevation gain over 3 miles from the gate to the parking lot).
21. Ability to multi-task under pressure.
22. Excellent judgment, decisiveness, and creativity when handling new or unexpected situations.

VII. DESIRED ATTRIBUTES

1. Childcare or teaching experience.
2. Basic 1st Aid/CPR certification or higher.
3. Familiarity with western NC and Yancey County, NC geography.
4. Knowledge of inland fish: natural history and/or sport fishing.
5. Gardening experience.
6. Knowledge of astronomy.
7. Knowledge of geology.
8. Ecological research experience.
9. Wildlife rehabilitation experience.

VIII. REPORTS TO

Natural Resources Director