

Field Institute Programs Coordinator

FLSA Status	Overtime Non-Exempt	Department	Field Institute
Employment Type	Full-time, year-round	Reports To	Field Institute Director
Location	Ash Mountain and/or Lodgepole, Sequoia National Park	Supervises	None

The Field Institute Programs Coordinator provides operational, logistical, and administrative support across the Field Institute's full portfolio — including Crystal Cave, guided hikes, astronomy and stargazing programs, private guiding, van tours, Pear Lake Winter Hut, and Beetle Rock Education Center. The role combines reservation and booking system management, customer service, event and project coordination, billing, and administrative support to the Field Institute Director and Manager. Up to half of the Coordinator's time is spent working directly in Field Institute programs as operational demand requires — covering training, meetings, vacations, and illness, and filling peak-period staffing gaps — making this a position for someone who is equally comfortable at a desk and in the field.

This full-time role is subject to furlough during the off-season, with the duration and timing determined by the Field Institute's business needs.

ESSENTIAL DUTIES & RESPONSIBILITIES

Program Coverage & Field Support

- Serve as flexible operational coverage across Field Institute programs — up to half of scheduled time — filling in as needed for demand, training, meetings, vacations, or illness.
- Deliver interpretive programs and guided experiences as assigned, including cave tours, guided hikes, stargazing programs, and private guiding support.
- Provide on-site support at Field Institute events, program launches, and peak-period operations.
- Maintain the certifications, training, and program knowledge necessary to step into assigned programs on short notice.

Reservations & Booking Systems

- Build, update, and maintain FareHarbor listings, availability, pricing, and automated communications across Field Institute programs.
- Manage reservations and customer support for Pear Lake Winter Hut, including the annual lottery and season booking cycle.
- Coordinate facility reservations, inquiries, and scheduling for Beetle Rock Education Center.
- Create private guiding bookings, itineraries, and scheduling.
- Monitor booking accuracy and flag scheduling conflicts, capacity issues, and data discrepancies to the Field Institute Director and Manager.

Customer Service & Communications

- Monitor, respond to, and route email and phone inquiries related to Field Institute operations.
- Provide customer service for tickets, rebookings, cancellations, refunds, and accessibility or special accommodation requests.
- Communicate with contracted tour companies, lodging and affiliate partners, and other outside vendors.
- Provide park and SPC information to visitors, and promote SPC programs, memberships, merchandise, and services.

Events & Project Coordination

- Assist with planning, coordination, volunteer organization, and communication for the annual Dark Sky Festival and other conservancy events.
- Prepare written plans to meet event or project objectives and track progress against them.
- Identify and reserve resources needed for project planning and delivery, including equipment, speakers, and spaces.

- Liaise with SPC departments, stakeholders, and partners during events and projects, and help assess outcomes afterward.

Program Development

- Support the research, design, and pilot launch of new Field Institute programs and seasonal offerings.
- Assist with pricing, scheduling, capacity planning, and logistics for new and revised programs.
- Compile program performance data and prepare summaries supporting program decisions.

Billing & Administration

- Invoice businesses, partners, and groups for Field Institute services rendered, and track receivables.
- Assist with maintaining event and program budgets.
- Provide administrative support to the Field Institute Director and Manager, including scheduling, correspondence, recordkeeping, filing, and document preparation.
- Compile and format reports for internal, NPS, and partner audiences.
- Purchase supplies.

General

- Adhere to SPC policies and procedures and work safely in compliance with the SPC safety program.
- Work with NPS staff and park partners to support communication, resource protection, and safe, authentic visitor experiences.
- Continually expand knowledge of national parks, natural history, and Field Institute program content.
- Take on additional duties as needed or assigned as the organization's needs evolve.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory duties. The Coordinator may direct the work of staff and volunteers during events and projects without supervisory authority.

REQUIREMENTS

Education & Experience

- Experience in program coordination, operations, customer service, or administrative support
- Experience working with federal agency partners preferred
- Experience with online booking, reservation, or point-of-sale systems preferred; familiarity with FareHarbor is a strong advantage
- Experience delivering interpretive programs, teaching, or guiding preferred

Knowledge

- Good understanding of SPC operations, national parks, and natural history
- Knowledge of the National Park Service mission, policies, procedures, and the features and facilities of Sequoia and Kings Canyon National Parks, or the ability to learn them quickly

Skills & Abilities

- Strong organization and planning skills, with the ability to multitask in a fast-paced environment
- Strong computer and office skills, including Microsoft Office and Google Workspace
- Excellent writing, phone, and customer service skills
- Excellent communication with mixed audiences of all ages and backgrounds
- Ability to coordinate the efforts of large groups of people, including volunteers
- Ability and willingness to promote SPC's mission, programs, membership, merchandise, services, and fundraising efforts
- Ability to learn new skills quickly and move between desk work and field work on short notice
- Ability to get along well with others and work as part of a team

- Willingness to work weekends, holidays, evenings, and additional hours as operations require, and to take on additional duties as needed
- Willingness to wear and maintain a clean, neat uniform

Licenses & Certifications

- Valid driver's license with a clean driving record
- Current First Aid, CPR, and AED certification required (may be obtained upon hire)
- Wilderness First Aid or Wilderness First Responder certification preferred

PHYSICAL DEMANDS

This position combines office and field work. Employees must be able to:

- Sit and work at a computer for several hours per day, with frequent bending and filing
- Lift and carry boxes weighing up to 40 pounds, and load, move, and unload a fully loaded hand truck 250 yards; applicants may be required to pass a pre-employment test demonstrating their ability to meet these requirements
- Walk several miles on uneven trails at elevation while carrying a daypack, and stand for extended periods in variable outdoor conditions, when covering field programs

WORK ENVIRONMENT

This position is based at Ash Mountain and/or Lodgepole in Sequoia National Park, with work performed in an office setting, at program sites throughout the parks, and occasionally by telework in accordance with the Conservancy's telecommuting policy. The work environment may involve working and driving in early morning, daytime, evening, and nighttime conditions.

Working in the parks exposes employees to unpredictable and potentially dangerous situations, including rockfall, radon exposure in Crystal Cave, lightning, wildlife encounters (bees, wasps, rattlesnakes, black bears), and driving at night or in low light.

Environmental conditions vary by season and can include high heat, smoke, unexpected snow, and poor air quality. Some Field Institute sites are remote, with limited access to the usual amenities and emergency services.

TOOLS & EQUIPMENT USED

Computerized cash register with POS system, SPC vehicles, hand truck, ten-key calculator, two-way handheld radio, NPS phone system, computers and tablets with Microsoft, accounting, database, and Google products, and program and field equipment. Employees may drive a company vehicle if authorized, and may be required to drive personal vehicles for official business.

GUIDELINES FOLLOWED

Conservancy Employee Handbook, Conservancy Safety Program, and other handbooks, policies, and manuals as instructed.

California, Federal, and National Park Service regulations relating to cooperating associations, human resources, safety, and other aspects of the Conservancy's operations. Document guidelines include DO 32, DO 21, OSHA, National Park Service Agreements, and California Labor Law.

EQUAL OPPORTUNITY

Sequoia Parks Conservancy is an equal opportunity employer. We do not discriminate against any applicant on the basis of race, religion, color, national origin, gender, sexual orientation, gender identity or expression, genetic information, age, disability, marital status, or veteran status.