Boston Harbor Now’s Welcome Center Supervisor and Community Outreach Liaison will coordinate operations of a multifaceted visitor service program at Boston Harbor Islands National and State Park, Harborwalk and Harbor, in partnership with management partners. The incumbent will coordinate a team of staff, volunteers, vendors, and partners at the Boston Harbor Islands Welcome Center, outreach events, and other contact stations to engage local communities, build meaningful visitor experiences, and strengthening community support for the Boston Harbor Islands National and State Park.

Due to the current COVID-19 pandemic, the scope of work will shift in conjunction with a phased approach, following the most current guidelines from the CDC, and recommendations from state and local officials as well as public health authorities.

This is a full time position for 26 weeks.

Responsibilities include:
Coordinate efforts at the Boston Harbor Islands Welcome Center and Visitor Contact Stations by:

- Mentor, train, and coach partner staff, ensuring a high level of visitor service for the park, on behalf of the partnership, at the Welcome Center, 15 State Street office, and at outreach events.
- Providing administrative support to NPS staff including SOP development, training, and schedules for the Welcome Center, office, and outreach.
- Leading a team to develop content for screen signage at Welcome Center
- Oversee data collection and analysis of visitation and programs for the islands, Welcome Center, and outreach events for the 2020 season
- Working under the guidance of BHN as WC point person to new vendor moving in during the 2020 season, providing on the ground support and park specific training to vendor staff in the pilot year
- Creating and implement systems for operational efficiencies and improved communications at the Welcome Center, 15 State Street office, Vendors, and Partners
Leading the on the ground coordination of Boston Light, including scheduling, working with the USCG, UMASS Boston, and promotion of the program.

- Update website for Boston Light cruises as needed throughout the season.
- Coordinate efforts to refund or rebook Boston Light cruises in case of cancellation.
- Assisting in the deferred maintenance of Welcome Center facility, acting as a liaison between BHN, contract workers, and NPS.
- Coordinate vendors and staff involved with public programming

Strengthen Community Outreach and Engagement by:

- Creating an outreach calendar for the 2020-2021 season through strategic partnerships with area organizations
- Working with staff and partners to develop and implement programming at the Welcome Center and outreach events
- Working with Lead Ranger to support engagement and outreach activities at Dorchester Heights
- Leading Visitor Services staff member on social media team, updating .org website, posting weekly on social media, collecting input from all seasonal staff and NPB
- Provide shared guidance and mentorship to the 2020 programming intern

The scope of work will shift using a phased approach based on local government officials and CDC guidance.

In addition, the following scope of work has been added:

- Using guidance from state and local officials, the CDC, and public health officials, create SOPs for staff and visitor safety at the Welcome Center
- Ensure compliance to CDC and public health guidelines for safety of staff and visitors at the Welcome Center as it pertains to COVID-19
  Work as part of a partnership team to explore and implement ways to engage audiences with the harbor islands through virtual channels

Please note that working knowledge of the Boston Harbor Islands and the park partnership is preferred.

About Boston Harbor Now:
Boston Harbor Now works at the intersection of people and nature to advocate for open space, public infrastructure, and private sector development that enhances public access to the Harbor and protects the City from the impacts of climate change. We activate the Harbor and build the constituency by connecting it with our cities, towns, and neighborhoods through programs and water-dependent uses. Finally, we are a catalyst, partnering to promote, program, and build exemplary parks and waterfront
facilities at key locations throughout the Harbor. Everything we do involves partnering with public agencies, community leaders, businesses and other non-profits.

In addition to being an Equal Opportunity Employer, Boston Harbor Now aims to create a thriving, inclusive team that values all aspects and perspectives of each member.

**How to Apply:**
To apply please send your resume/CV and cover letter to employment@bostonharbornow.org for consideration. Please use the Subject line “Welcome Center Supervisor/ Community Outreach Liaison Application (your last name)” in your email.