

Adult Education Coordinator

New England Botanic Garden at Tower Hill, PO Box 598, Boylston MA 01505 | (508) 869-6111

Direct Manager:	Manager of Adult Education		
Department/Group:	Education	Job Category:	Non-exempt Full-time Permanent
Location:	Boylston, MA	Travel Required:	Yes, local
Salary:	\$20-22/hour	Apply:	https://bit.ly/nebg-jobs

Position Overview

Under the direction of the Manager of Adult Education, the Adult Education Coordinator oversees all aspects of the program registration systems for New England Botanic Garden (NEBG) and the Ecological Landscape Alliance (ELA), an organization for which NEBG provides staff and management support. This position serves as the primary contact for program instructors and participants and provides logistical day of support for in-person and virtual programs for both organizations as directed. The Adult Education Coordinator is also responsible for assisting with contract filing and social media promotion.

New England Botanic Garden is committed to connecting people with plants, fostering environmental stewardship, and creating meaningful experiences that inspire our community through horticulture, education, and nature.

Our Culture

- Be part of an exceptional, respectful, and inclusive workplace culture that values both high performance and work-life balance.
- Be welcoming to all staff and the public and respectful of staff differences and preferences.
- Work for an organization deeply committed to diversity, equity, inclusion, and accessibility (IDEA).
- Explore opportunities to attend IDEA workshops and initiatives that foster a culture of belonging.
- Enjoy comprehensive benefits, retirement savings options, generous paid time off, and holidays.

Responsibilities

- Create, upload, proof, and update registration pages for all adult and youth educational programs and events.
- Update web content for the NEBG and ELA websites as directed.
- Coordinate program logistics, including booking program spaces, creating room set-up and breakdown diagrams, communicating with instructors, printing class rosters, communicating program cancellations, setting up equipment and supplies, and troubleshooting class issues.
- Assist patrons by responding to emails, phone calls, and in-person inquiries regarding program information, registration, membership, and payment.
- Serve as the primary contact for weekend adult education programs for NEBG and for virtual and in-person programs for ELA as assigned.
- Process all program and event cancellations and changes.
- Collect and maintain program data and create monthly reports as directed.
- Submit requests for payments for all program instructors.
- Assist with securing and reporting Continuing Education Units (CEUs).

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- Assist with program promotion by posting to external event calendars and creating advertising flyers and social media content.
- Teach or facilitate programs for an adult audience on and offsite as directed and as expertise allows.
- Provide assistance to other education departments including exhibitions, public events, and volunteer services as assigned.
- Work with an awareness of surroundings in accordance with NEBG safety policy.
- Comply with provisions of the current Employee Handbook, all published personnel policies and job description requirements.
- Other duties as assigned.

Schedule

The Adult Education Coordinator position is an hourly, full-time position and is non-exempt from overtime. The standard work schedule for this position is 40 hours per week not including a daily 30-minute unpaid meal break. This position devotes approximately 40 percent of their time to ELA responsibilities and 60 percent of their time to NEBG duties. This position requires schedule flexibility and the ability to work regular weekends and evenings as needed. The standard work schedule for this position is **Saturday through Wednesday**. Occasional outdoor work is required.

Interpersonal Relations

- Build working relationships and deal respectfully with a diverse community of volunteers, community partners, visitors, and staff while exercising cultural literacy and inclusion.
- Collaborate and communicate effectively verbally and in writing with other departments to acquire information needed for program planning and execution.
- Work collaboratively as a part of a team to achieve shared goals.
- Give and receive feedback and cooperate with staff to solve problems.
- Ability to independently solve problems and troubleshoot issues, escalating when necessary, while maintaining a calm and professional demeanor in challenging customer service situations.

Physical Demands / Working Conditions:

- Must be able to lift 25 pounds.
- Must be able to work with appropriate computer and communications equipment.

Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.

Qualifications

- High School diploma or equivalent.
- At least one year of relevant work experience in an administrative or customer service role.
- Aptitude for learning new software systems and proficiency in computer applications including Microsoft Office, Google suite, web-based customer/donor relationship management (CRM) tools.
- Experience tracking, compiling, and reporting data.
- Demonstrable experience prioritizing workflow to meet deadlines and appropriately managing time and schedules.
- Demonstrated ability to coordinate and execute multiple projects at the same time.
- Ability to keep detailed records, stay organized, and execute written and verbal communications thoroughly and accurately.
- Adaptable and flexible; can shift gears comfortably and embrace change.