



**Job Title:** Nature Shop Coordinator  
**Employee Summary:** Regular, Full-time, non-exempt  
**Reports to:** Operations Manager

## About the Organization

Founded in 1916, Seattle Audubon is an independently incorporated chapter of the National Audubon Society and one of the oldest environmental organizations in the Pacific Northwest. We maintain a current staff of 10 and reach a local membership of approximately 3,000 households. [Our strategic plan](#), *Cities at the Center*, has articulated goals within the themes of urban conservation, [equity](#), and resilience. Furthermore, in *Cities at the Center*, Seattle Audubon released new mission, vision, and values statements, affirming our 21<sup>st</sup>-century identity as an urban conservation organization:

### **Mission**

Seattle Audubon advocates and organizes for cities where people and birds thrive.

### **Vision**

Seattle Audubon envisions cities that integrate and value nature, minimize threats to birds, and protect habitat.

### **Values**

We are a community of passionate, talented, and unique individuals, and our service is Seattle Audubon's most valuable resource. As a staff-run and volunteer-powered organization, we value:

**Inspiration.** Birds inspire and inform conservation in a unique and powerful way.

**Interconnectedness.** The health of birds and their habitats is tied to human health.

**Equity and Inclusion.** Equity and inclusion are necessary to achieve our mission.

**Diversity.** Diverse perspectives strengthen our understanding of birds, our community, and the environment.

**Humility.** There are infinite ways to experience and enjoy birds and nature respectfully.

**Collaboration.** We are most successful when we collaborate within and outside the organization.

**Science.** Our policies and programs must be informed by science.

## **About The Nature Shop**

The Nature Shop is the public face of Seattle Audubon and for many people it is the first contact with the organization and its work. Open seven days a week – The Nature Shop is a retail store, community resource and hub for bird- and nature-related merchandise and information. The Nature Shop is staffed by one full-time and two part-time employees and powered by over 30 front desk volunteers. The Nature Shop provides essential funding through its profits for the activities and programs of Seattle Audubon.

## **Position Summary**

The goals of the Nature Shop are to maximize the revenue for the General Fund in support of the programs and activities of Seattle Audubon; nurture, and provide a positive and effective point-of entry to Seattle Audubon for its members and the public; and support the programs and activities of Seattle Audubon.

The Nature Shop Coordinator will endeavor to complete this work in an environmentally sound manner, with concern and respect for others, and within the by-laws, stated goals and policies of Seattle Audubon. The Nature Shop Coordinator will work closely and collaboratively with the weekend Nature Shop Coordinator, Nature Shop Purchasing Manager, and Operations Manager to complete their work to provide exemplary service to customers, members, volunteers, and the organization. The Nature Shop Coordinator will meet regularly with the Operations Manager to establish quarterly and annual objectives and monitor progress, and work closely and collaboratively with the weekend Nature Shop Coordinator, and Nature Shop Purchasing Manager to achieve said objectives. The Operations Manager, in accordance with the timeline stated in the personnel policies, will review the Nature Shop Coordinator's performance. The expectation is that the Nature Shop will achieve profit goals set in cooperation with Seattle Audubon leadership.

This position is based at Seattle Audubon's offices in Northeast Seattle, in a highly collaborative work environment, which adheres to strict COVID-19 safety protocols. The Nature Shop is open seven days a week and is present at organization events, as such, evening, weekend, and off-site work will occasionally be required.

## **Duties and Responsibilities**

The Nature Shop Coordinator is responsible for the product sales; volunteer management; and coordinating with all Seattle Audubon programs whose activities involve The Nature Shop. The Nature Shop Coordinator works collaboratively with the weekend Nature Shop Coordinator, and Purchasing Manager to achieve Nature Shop goals.

The responsibilities of the Nature Shop Coordinator include, but are not limited to:

### **Merchandise**

- Receive product and accurately record costs
- Participating in the selling of merchandise
- Documenting transfers of merchandise to and from other Seattle Audubon activities
- Support maintenance of the e-commerce Shop and fulfillment of online sales
- Taking and costing an annual physical inventory the last Sunday in June.

### **Volunteers**

- With the weekend Nature Shop Coordinator, onboard, train, support, and evaluate Nature Shop volunteers recruited by the Community Engagement Manager on merchandise, sales, customer service and the mission, goals, policies and programs of Seattle Audubon
- Scheduling Nature Shop volunteers for staffing The Nature Shop as well as for offsite events
- Coordinating with the Community Engagement Manager to ensure consistency with volunteer policies and expectations
- Coordinating with the Community Engagement Manager and weekend Nature Shop Coordinator to organize volunteer appreciation events.

### **Nature Shop Related**

- Support maintenance of the point-of-sale system regarding its operation for customer and inventory data
- Working with the Member Services Assistant to maintain integrity and accuracy of membership data
- Maintain systems for Nature Shop volunteers for information and operations
- Coordinating with weekend Nature Shop Coordinator to organize on-site events
- Working with community partners, program managers, and vendors to determine opportunities for offsite sales at events and Seattle Audubon programs.

### **Organization Related**

- Lending ideas to the Operations Manager for physical improvements of the Nature Shop and its environs
- Assist in facilitating programs and activities in front end management of all rental items, including education kits, Field Trips, Classes, Membership, and Fundraising
- Coordinate with program managers and committees whose activities rely on or utilize The Nature Shop to service their programs

- Provide direct support to the Program Director in administration of Seattle Audubon Classes and Field Trips
- Provide direct support to the Education Manager in the administration of Education Kits
- Assure that The Nature Shop participates fully in achievement of the Strategic Plan
- Coordinate with Operations Manager to coordinate E&J learning, and apply best practices, and resources to all aspects of The Nature Shop
- Participating in staff meetings and activities.

### **Required Qualifications and Skills**

- Minimum three years' supervisory retail and/or customer service experience
- Must be able to regularly lift 60 pounds, climb stairs, and spend considerable time standing
- Exemplary customer service
- Ability to communicate effectively with and create a welcoming space for people of all backgrounds and lived experiences
- Commitment to the organization's values of equity, diversity, and inclusion
- Willingness to engage in ongoing anti-racist training and self-guided learning
- Experience thriving in a highly collaborative team-based environment and communicate across all levels of an organization
- Familiarity with Windows-based computer operating systems and Microsoft Office applications
- Experience with point-of-sale software and content-management systems
- Knowledge and appreciation of nature
- Time management skills, conflict, and stress management savvy, grace under pressure, positive attitude, integrity, and a sense of humor

### **Salary & Benefits**

The expected salary range for this position is between \$41,000 - \$48,000 per year, commensurate with experience. Seattle Audubon also prides itself on being a family- and pet-friendly workplace, and encourages a healthy work-life balance among employees.

We offer a competitive benefits package, including:

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| • medical insurance  | • 14 accrued vacation days in first year | • compassionate bereavement leave      |
| • dental insurance   | • 13 annual holidays                     | • Up to 24 days of qualified sick time |
| • vision insurance   | • short-term disability insurance        |  |
| • life insurance   | • long-term disability insurance         |  |
| • socially responsible retirement plan with 3% matching (after one year) |  |  |



### **Equal Employment Opportunity Employer**

It is the policy of Seattle Audubon to administer advertising, selection, employment, compensation, promotion, training, layoff, recall, and benefits at all levels without regard to race, gender, gender identity or gender expression, color, creed, national origin, age, political affiliation, marital status, sexual orientation, physical, mental or sensory disability, protected veteran status, or any other basis prohibited by law. Seattle Audubon strictly prohibits any sexual, racial or other forms of discrimination prohibited by law.

### **How to apply**

Qualified applicants should submit a cover letter and resume as one (1) combined electronic PDF file to [jobs@seattleaudubon.org](mailto:jobs@seattleaudubon.org) with Nature Shop Coordinator in the subject line OR submit paper versions of these documents mailed to or dropped off at Seattle Audubon, 8050 35<sup>th</sup> Ave NE, Seattle, WA 98115. No phone calls please. For priority review, please apply by June 14, 2021. Subsequent applications will be reviewed on a rolling basis. Expected start date of Aug. 2, 2021.