

Minnesota Department of Natural Resources, Parks and Trails Division

2019 Urban Scholars Position Description

Job Duties

Undergraduate

The Urban Outreach pilot project aims to promote DNR's entire system of parks and trails, feature outdoor recreation opportunities, and assist in trip planning for positive experiences. The Urban Outreach Urban Scholar will gain experience and on-the-job training in customer service and outdoor recreation promotion. Work locations will be in the Twin Cities Metropolitan Area, and will primarily rotate between the Bloomington REI Store, The Loppet Foundation's new Trail Head at Theodore Wirth Park on the western edge of Minneapolis, and Fort Snelling State Park. Partner locations will feature friendly, knowledgeable individuals at designated stations to assist customers and visitors with their recreation questions and needs. Spaces will be stocked with trip planning resources, regional information, and promotional materials. There may be infrequent meetings at metro DNR locations, including Fort Snelling State Park, Central Region Headquarters and/or DNR Central Office.

Essential Project Duties

1. (90%) To assist the Parks and Trails Urban Outreach Coordinator and the CCMI Urban Outreach Specialist in staffing the Adventure Station at the Bloomington REI Store and the Loppet Trail Head at Theodore Wirth Park. Duties entail providing information and trip planning services to a variety of audiences. Duties may also involve promoting and supporting special interpretive programs and activities, in conjunction with professional interpretive naturalists. These programs/activities may include nature walks, campfire talks, demonstrations, PowerPoint presentations, and "make & take" activities that relate to the park's natural, cultural, historical &/or recreational resources.

Urban Scholar will be expected to participate in training sessions, read prepared materials and become familiar with MN state park and trail system's points of interest, facilities and natural and cultural features to provide the public with accurate information. Duties include keeping brochures and informational materials stocked and available for the public, maintaining stations in a clean and orderly manner, working with volunteers and assisting with developing and implementing metrics to manage understand the success of the pilot project.

There may be opportunities to assist interpretive naturalists and program staff in conducting roving interpretation and conducting mini "I Can!" programs as companion activities for special programs at partner locations. Duties may include assisting with appropriate props and quick hands-on activities for customers and visitors.

2. (5%) Special events and training as assigned. This may include assisting with and/or staffing special events that promote urban outreach efforts, introduce under-represented audiences to outdoor recreation opportunities, engage multicultural media outlets, or other training activities.
3. (5%) In the course of duties, pay attention to and collect feedback from visitors and customers that inform visitor services and enhance outreach efforts for the Division of Parks and Trails, as well as for partner organizations.

Job Skills

- Strong customer service skills and highly developed cultural competencies.
- Ability and willingness to work evenings and weekends.
- Reliability to fulfill schedule commitments in a prompt, dependable fashion.
- Ability and willingness to travel to partner destinations in the Twin Cities.
- Proficiency with digital technology such as iPads, and ability to navigate online content.
- Basic computer skills and familiarity with Microsoft Office.
- Enthusiasm to learn about the state system of park and trail units, their unique attributes, and highlights.
- Willingness to learn about the wide variety of outdoor opportunities and best destinations for different recreational interests.
- Attention to detail.
- Ability to sit or stand for long periods.
- Willingness to speak with and present information to the public one on one and in groups.
- This position requires an unrestricted Class D Driver's License with a clear driving record.
- Ability to perform light lifting and other physical tasks.
- Ability and willingness to participate and complete training necessary to do assigned work.
- Ability to work well with others and independently.