

TITLE: Information Officer – Resource Room Specialist

EMPLOYER: NEIWPCC, 650 Suffolk Street, Suite 410, Lowell, MA, 01854

LOCATION: Colleen Hickey Lake Champlain Resource Room at ECHO, Leahy Center for Lake Champlain on the Burlington waterfront and LCBP office in Grand Isle, VT. Occasional travel to additional outreach events may be requested. This position is not eligible for telework.

BACKGROUND INFORMATION: NEIWPCC is a regional commission that helps the states of the Northeast preserve and advance water quality. We engage and convene water quality professionals and other interested parties from New England and New York to collaborate on water, wastewater, and environmental science challenges across the regions, ecosystems, and areas of expertise.

NEIWPCC serves as financial administrator and program advisor to the Patrick Leahy Lake Champlain Basin Program (LCBP) and the Champlain Valley National Heritage Partnership (CVNHP). In this role, NEIWPCC employs the program staff, including the Program Director, and maintains the program office in Grand Isle, Vermont.

The LCBP work is directed by the Lake Champlain Steering Committee whose members lead resource and planning agencies in Vermont, New York, and Quebec, and additional representatives from local government, federal agencies, chairs of the jurisdictional citizen advisory and programmatic advisory committees. The Lake Champlain Steering Committee makes overall policy and budget decisions regarding basin management, with input and recommendations from an Executive Committee and several advisory committees.

LCBP coordinates and funds activities that protect and improve the natural and human resources of the Lake Champlain Basin. Partners in the program include the States of Vermont and New York, the Province of Quebec, NEIWPCC, the U.S. EPA, the U.S. National Park Service, and the International Great Lakes Fishery Commission. LCBP and CVNHP also collaborate with several other agencies and organizations at the federal, state, and local levels, including private firms, academic institutions, and non-government organizations.

JOB SUMMARY: The full-time Information Officer will use their strong communication and teamwork skills to help deliver and develop programs and activities relevant to the Resource Room at ECHO and at community events in the Lake Champlain Basin. The position requires 4 weekend days per month. The schedule is determined by the Resource Room Coordinator and may comprise one weekend day per week or two weekends per month. The Resource Room is open 7 days a week most weeks of the year. This position will be part of a team that staffs the space on weekends, holidays, and occasional after-hours events. Some additional weekend and evening hours may be requested. Normal Resource Room operation hours are 9:00 AM - 5:30 PM.

Work with LCBP team members in the Resource Room and Grand Isle Office. Collaborate with staff and volunteers in ECHO and the UVM Rubenstein Lab including: ECHO Educational Team, Rubenstein Lab Education Team, ECHO Visitors' Services Team, ECHO Animal Care Team, and ECHO Interns and Volunteers.

DUTIES AND RESPONSIBILITIES:

Resource Room: Staff the LCBP Resource Room within ECHO, Leahy Center for Lake Champlain.

- Greet and welcome all Resource Room guests.
- Engage in impromptu conversations about watershed issues and management with children, adults and school groups.
- Cultivate watershed stewardship by sharing opportunities for individual and community action.
- Engage tactfully with people of diverse backgrounds, abilities, and personalities.
- Promote participation in LCBP events, activities, and stewardship initiatives.
- Assist with Resource Room daily operations including cleaning and organization.
- Answer questions in person, by phone, or by email in a timely fashion.
- Create bulletin board displays, mini exhibits, interpretive signage and activity boxes to share basin topics including natural & cultural history and lake issues.
- Develop and deliver short programs (15-20min) about basin topics for visitors and school groups.
- Write blog posts and lake news updates.

Programmatic Topics & Outreach: Travel to schools and other locations to provide watershed demonstrations and education to students, provide public engagement materials and information about the basin and LCBP at offsite events.

- Provide outreach materials and information at festivals, fairs, workshops and other community events, such as the Vermont Farm Show.
- Assist with off-site education programs as needed.
- Present programs to local schools and camps.
- Assist partner groups with curriculum development.
- Develop outreach materials.

Other Duties: As assigned.

SUPERVISORY CONTROLS: Incumbent operates with some independence of action within their area of activity. Job performance is evaluated by the NEIWPCCC-LCBP Resource Room Coordinator.

The satisfactory performance of the above duties and responsibilities requires the incumbent to develop a thorough understanding of NEIWPCCC's and LCBP's programs, organization, and policies, to exercise initiative and resourcefulness as a member of the NEIWPCCC-LCBP staff team, to be able to work effectively with program partners, and with members of the public. The ability to organize workload and perform tasks in an accurate, conclusive, and timely manner is required.

The incumbent will rely on their ability, expertise, and commitment to excellence. They will also demonstrate behaviors that are essential to NEIWPCCC's culture of honesty, ethical behavior, personal integrity, respect for others, transparency, hard work, and collaborative teamwork.

PREFERRED QUALIFICATIONS:

Education

A bachelor's degree in environmental science, education, communications, public relations, or a related field or equivalent experience.

Experience

Two years of full-time, or equivalent part-time, technical, or professional experience in the field above, of which at least one year must have been in a professional capacity.

Personal Characteristics

- Excellent organizational skills and the ability to prioritize key deliverables.
- Naturally prone to action with a focus toward continuous improvement and is committed to contributing to the overall success of NEIWPCC & LCBP.
- Passionate interest in Lake Champlain or watershed issues relevant to the LCBP & NEIWPCC missions.
- Ability to build collaborative relationships across NEIWPCC and our partners.
- Willingness to support colleagues in the event of workflow issues or absences.
- Approachable and diplomatic in all interactions.
- Able to manage change and articulate the “value case” for it.
- A team player who is inclusive and willing to help others.
- Dependable and capable of fostering trust.
- Accepts responsibility and is accountable for results.
- Ability to write concisely to express thoughts clearly and to develop ideas in logical sequence.

Special Knowledge and Skills

- Experience working with the public.
- Attention to detail.
- Experience with Microsoft Office Suite (Word, Excel, PowerPoint, and Access), including Microsoft SharePoint and Teams.
- High degree of multi-tasking and time management capability.
- Ability to work independently and as part of a team.
- Ability to follow oral and written instructions.
- Excellent grammatical, organizational, and interpersonal skills.
- Punctuality.

The following knowledge and skills are helpful, although not a requirement to qualify

- Knowledge of or experience with Lake Champlain Basin natural resources and cultural heritage topics.
- Ability to speak and communicate in French.

REQUIREMENTS:

- A valid driver’s license and access to own transportation required.
- Attendance is mandatory in the Lowell office for orientation and at the annual All Staff Meeting (held the last Thursday and Friday in March each year).
- This is a full-time position. This position requires incumbent to be in the office or at the assigned work location for all assigned work hours, and is not eligible for telework.
- Duties will be performed largely in an office setting, but with the need to travel to various meeting locations in the Lake Champlain watershed for which a private means of transportation and a valid driver’s license are required. Travel to Quebec may be requested. A valid passport and/or smart-license or the ability and willingness to obtain one is desired.
- Evening and weekend duty will be a part of the role.

SALARY: Salary dependent upon qualifications and experience.

BENEFITS: Generous benefits package provided, which includes vacation, personal, and sick leave, paid holidays as determined by office location; health, dental, disability and life insurance; retirement plan. This position requires the incumbent to work five days a week, 8 hours per day, except for approved compensatory time.