

Position Announcement (8/2/2021)

Individuals who bring a diverse perspective and are supportive of increasing the diversity of our programs are strongly encouraged to apply.

Title: Client Services Manager for 4-H Primitive Pursuits

Primitive Pursuits, a recognized leader in outdoor education in the Finger Lakes region is in search of an energetic and customer-focused client services manager to join our close-knit nature connection team. We are dedicated to building a diverse community where all members feel a sense of belonging and are valued for their contributions and the perspectives they bring.

Primitive Pursuits is a program of 4-H Youth Development located within the dynamic hub of Cornell Cooperative Extension, Tompkins County. We are part of a larger network of nature connection schools utilizing a set of practices and mentoring approaches to support people in connecting with the natural world. At Primitive Pursuits, we believe that playful, meaningful connection with the outdoors should be a fundamental ingredient of every childhood regardless of race or income and we are committed to promoting equitable access to our programs.

The Client Services Manager (AKA Ground Control) will be responsible for customer communication, correspondence, record keeping and registration while supporting the administrative efforts of Cornell Cooperative Extension's Primitive Pursuits program. Most of this support will come from implementing client relations management software, managing spreadsheets, cultivating excellent communication with clients, intake coordinating and maintaining accurately detailed accounts and reports. This individual will also periodically provide administrative support to fundraising and marketing projects in the program.

Required Qualifications: High School diploma or equivalent education and experience relevant to the position. Candidate must either have demonstrated competency in learning and managing information systems software, OR demonstrate a strong interest in learning and becoming skillful at managing information software. Candidate will need to relate experience and competency in public communications and client service communications that meet the needs of the organization. Other requirements include ability to: identify and achieve goals independently; prioritize tasks as needs change, sometimes daily; initiate creative and efficient problem-solving; demonstrate skill in using a variety of software, including Excel and/or other data management systems; and demonstrate ability to enter data quickly and accurately. Written and verbal communication skills worthy of public representation and professional rapport are required, as is an ability to work in a changing environment and engage in challenges every day.

Preferred Qualifications: Creative, pleasant demeanor and interest in the program's mission are desired. Ability to identify needs of parents and youth, particularly youth in at-risk environments is preferred. Knowledge of or familiarity with comparable database/cloud management software programs is highly valued. Experience in fundraising and marketing campaigns is also desired.

Minimum Salary: \$14.50-\$16.50/hour, depending on experience

Hours/Benefits: Position is full-time (40 hours/week). Hours/week may decrease in the Fall based on the seasonal demands of the organization, including during the 2021 training period. Position includes full benefit package including health and dental insurance, retirement, life insurance and more.

Inquiries: Questions in advance of application should be directed to Jed Jordan, 4-H Primitive Pursuits Director/CCETC Administrator, at 607-272-2292, extension 195 or email drj4@cornell.edu.

Application: Individuals interested in this position should apply on-line. A link to the full position description and application process is available at: csetompkins.org/jobs. The posting will remain open until we have a suitable pool of candidates.

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