

Classification Description



Title:	Education Technician	Bargaining Unit:	AFSCME 3580
Department:	Zoo, WPES and Parks & Nature	Established:	August 2022
Job Code:	6045 / VHE 1045	Revised:	
Pay Grade:	14 / VHE 106	EEO Category:	Paraprofessional
FLSA Status:	Non-Exempt		

CLASSIFICATION DESCRIPTION

This position performs and participates in the planning and promotion of multicultural educational activities including coordinating, presenting and disseminating data, raising public awareness, and promoting educational programs and campaigns to schools, organizations and the general public. To perform technical and administrative support for assigned programs, including development and maintenance of databases, program area research, analysis and report writing.

DISTINGUISHING FEATURES

This is the first level of a three level series.

DUTIES AND RESPONSIBILITIES

General functions for all **Education Technician** positions:

1. Provides a variety of administrative program support, such as developing and maintaining databases and spreadsheets; verifying, tracking and updating information; designing and producing standard and customized reports; developing and maintaining complex recordkeeping and tracking systems.
2. May develop or support the development of systems, manuals and forms for assigned area; including standard operating procedures, business correspondence and data analysis diagrams.
3. Monitors and provides feedback on program compliance to program manager.
4. Trains and schedules program staff and assists with recruitments.
5. Monitors work of variable hour staff, volunteers, staff in lower classifications, and interns.
6. Plans, prepares, schedules and presents formal and non-formal education programming to a variety of audiences.
7. Provides program support to program managers and project teams to research, create, and manage a variety of educational programs for diverse audiences, both internal and external related to program area, including communication strategies that inform the public about specific Metro programs.
8. Coordinates with technical project staff to research and develop materials for release and with design staff to create visual interpretative displays and handouts.
9. Supports program managers and project teams with event logistics, such as promotion, outreach and staffing of exhibits.
10. Makes presentations in-house, to the public, volunteers and to private and governmental organizations using presentation best practices and audio-visual equipment.
11. Acts as subject matter experts for media requests from social media, television and radio, and at community outreach engagements and promotional campaigns.

12. Provides support to program and project managers by researching or reviewing program promotional and outreach materials to ensure culturally relevant and responsive programming.
13. Provides information on historical changes to the markets and system inequities to better serve those with barriers, such as access to services.
14. Supports program manager to ensure information and programs are relevant for a diverse audience.
15. Responds to and solves problems or sensitive situations in program area.
16. Participates on tasks forces, committees and meetings as assigned.

Specific responsibilities for positions assigned to **Waste Prevention Environmental Services (WPES)**:

1. Acts as main point of contact for Metro Solid Waste and Recycling facilities, including Metro's latex paint facility. This includes providing general customer service support for all incoming inquiries; fielding customer complaints; communicating facility operational changes; resolving fee disputes; offering sales information using paint inventories, and disseminating the same information internally for staff, when applicable.
2. Interprets and applies rules and regulations that may impact customers, such as household hazardous waste and safety requirements for materials like Asbestos, often supporting the determination and implementation of the appropriate course of action.
3. Partners and collaborates with local material recovery facilities, recyclers and Metro facilities to explore and clarify new material compositions and potential issues with recyclability.
4. Educates consumers to reduce contamination and increase recovery by providing proper disposal and recycling options and promoting reuse
5. Serves statewide callers by providing materials management direction and guidance including household hazardous waste disposal options.
6. Collaborates with local governments and Department of Environmental Quality (DEQ) on initiatives to promote sustainability and waste reduction/prevention efforts throughout the region.
7. Assimilate solid waste and recycling industry specific information and provide guidance/direction to stakeholders and community.
8. Ensures waste reduction programming has consistent messaging to advance education initiatives and Regional Waste Plan goals through collaboration and partnerships.
9. Delivers information in a culturally relevant manner; understands the barriers to waste prevention services in historically marginalized communities and addresses them by offering options based on individual situations and needs, providing interpretive services to ensure messaging is understood.
10. Advances environmental justice through programming, addressing historic and current inequities resulting in negative environmental impacts by promoting messages on reduction and reuse and by educating consumers on the upstream impacts of their daily consumption activities, including use of toxics.

11. Supports efforts such as regional refresh and other sponsorship/grant initiatives, household hazardous waste and bulky waste community outreach events, all of which incorporate Metro's racial equity strategy.

Specific responsibilities for positions assigned to **Parks & Nature**:

1. Works in collaboration with staff and community to facilitate/lead outdoor education and stewardship programs and events.
2. Assists with research and creation of educational programs, lesson plans, props and teaching aids.
3. Ensures programming has consistent messages and content which advances current agency-wide education and stewardship initiatives and goals.
4. This is an outdoor-based position with some office work. Primary outdoor work locations are across the region and will include Oxbow Regional Park, Smith and Bybee Natural Area, Scouters Mountain Nature Park, and other Metro Parks and natural areas.

Specific responsibilities for positions assigned to **Oregon Zoo**:

1. Implement informal education programming both on and off zoo grounds for audiences that may include volunteers, teens and school participant students.
2. May perform daily animal husbandry routines, recordkeeping, assists with animal training, and maintains holding areas and related equipment. Handles education animals for programs.
3. Integrates conservation action messaging and activities in all program deliveries.
4. On grounds interpretation using effective storytelling techniques and experiential learning activities to motivate guests to act on behalf of wildlife.
5. Lead program off-grounds in natural areas around the greater Portland region.
6. Implement conservation action in all program delivery.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
 - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.

- Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
 4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Associate's degree in field related to the program area and,
- Two years of related experience or,
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Knowledge, Skills and Abilities

- Knowledge of Microsoft Outlook, Word and Excel and Adobe Suite or other digital design programs.
- Knowledge and background in working with the public and community engagement, including working with culturally specific and community based organizations.
- Skill in problem solving, troubleshooting technology challenges and equipment failure.
- Skill in conflict resolution and resolving escalating customer complaints.
- Skill in developing culturally appropriate, original and social media worthy content.
- Skill in building working relationships with staff and volunteers.
- Skill in organization and attention to detail.
- Skill in interpersonal communication and customer-service.
- Ability to work under pressure of many priorities and deadlines.
- Ability to work with resource constraints.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to write education documents such as study guides.
- Ability to identify resources for communities with access barriers.
- Ability to demonstrate commitment and passion for cultural diversity and equity.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

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If assigned to **WPES**:

- Knowledge of recycling and waste reduction education.
- Ability to demonstrate commitment and passion for waste prevention and materials management education.

If assigned to **Parks and Nature**:

- Knowledge and understanding of ecological and natural history concepts of the Pacific Northwest.
- Knowledge and experience integrating racial equity and environmental justice principles into education programming.
- Skill in communications and experience communicating with community organizations and education practitioners.
- Ability to be flexible and meet the needs of program participants in innovative and creative ways and facilitate programs by guiding the interests of groups.
- Ability and experience supporting groups on land stewardship projects.
- Ability to track, maintain, organize and clear educational and stewardship gear.

If assigned to **Oregon Zoo**:

- Knowledge of age-appropriate message delivery to adapt all programs to a variety of audiences.
- Skill in customer service for handling difficult situation with guests and program participants.

SUPERVISION RECEIVED:

- Supervision is received from assigned Supervisor or Manager.

SUPERVISION EXERCISED:

- None. May provide informal training and instructions to others.

TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- All standard office equipment including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word processing and spreadsheets.
- May drive a vehicle and operate radios for communication.

WORK ENVIRONMENT

- Work is performed in various settings, including indoor and outdoor locations. Work pressures, disturbances of workflow and/or irregularities in the work schedule are expected to occur on a frequent basis. Duties may be performed in inclement weather conditions including rain, cold, dust, heat and heavy pollen. Occasional travel and some work outside of normal business hours is required.

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- Move equipment and distribute supplies (weighing up to 40 pounds) on a regular basis. Load, transport, unload, move and set up tools and materials and other program gear.
 - May be required to work evenings and weekends.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.