



Explore Washington Park

FIELD OPERATIONS SPECIALIST

Explore Washington Park – Portland, OR

About Explore Washington Park (EWP)

Explore Washington Park (EWP) is a nonprofit organization dedicated to connecting people with the culture, diversity, and wonder of nature in Washington Park, one of Portland's most treasured destinations. Our mission is to provide an accessible, inclusive, and seamless experience for all who visit.

We operate programs that include a free shuttle, parking and traffic management, visitor services, and park planning. We are guided by principles that prioritize environmental stewardship, equitable access, and fostering a vibrant park community.

Position Overview

The **Field Operations Specialist** plays a key role in ensuring a smooth visitor experience at Washington Park by supporting traffic management, offsite parking operations, and visitor services. This is an onsite role that involves fieldwork 3-5 days per week, particularly during peak seasons. The position acts as a lead for offsite parking and field teams in coordination with the Program Coordinator.

Key Responsibilities

- **Offsite Parking & Traffic Management:** Oversee parking activations, set up traffic control measures, direct congestion points, and assist staff in managing vehicle flow.
- **Visitor Services:** Provide excellent customer service, answer visitor questions about park attractions, and ensure information booths are well-stocked and presentable.
- **Team Support & Communication:** Supervise seasonal staff, ensure proper positioning of personnel, track visitor inquiries, and report issues to the Program Coordinator.
- **General Operations:** Maintain traffic control equipment, assist with lost and found services, answer customer service calls, and complete data entry as needed.

Qualifications & Skills

- 2 years of experience providing excellent customer service.
- At least 1 year of experience supervising staff or volunteers.
- Strong communication and problem-solving skills.
- Ability to work weekends, holidays, and evenings.
- Valid driver's license and ability to operate an EWP vehicle.
- Comfort working outdoors in varying weather conditions.
- Bilingual skills are a plus!

Compensation & Benefits

- **Pay:** \$24/hour
- **Schedule:** 32 hrs minimum per week, dependent on need, up to 40 hrs per week in peak seasons (Memorial Day through Labor Day, ZooLights from mid-November through early January, and Spring Break); typical schedule is Thursday through Monday.
- **Benefits:**
 - 100% employer-covered health and dental insurance
 - 3% employer-matched retirement contribution
 - Paid vacation, sick time, and 10 holidays
 - TriMet Hop Card and/or parking validation

Why Join Us?

At EWP, we are committed to creating an inclusive and welcoming environment for all. As a team, we work collaboratively to enhance visitor experiences while ensuring the protection of Washington Park's natural and cultural resources. If you are passionate about public service, outdoor spaces, and teamwork, we encourage you to apply!

How to Apply

Submit your resume and a brief cover letter explaining your interest in the position to hire@explorewashingtonpark.org – the subject line should be “Field Operations Specialist.” Applications will be reviewed on a rolling basis until the position is filled.

Explore Washington Park is an equal-opportunity employer. We celebrate diversity and are committed to fostering an inclusive workplace.

Applicants must be authorized to work in the US through the duration of their employment with Explore Washington Park.