



Park Store Manager- Giant Forest Museum and Lodgepole Visitor Center

The Park Store Manager is responsible for the day-to-day operations, including merchandise sales and visitor interactions, in the Conservancy's bookstore(s) located in the Giant Forest Museum (GFM) and Lodgepole Visitor Centers (LP) in Sequoia National Park. The Conservancy bookstores can be high volume locations during peak seasons. The Park Store Manager is responsible for hiring, training, motivating, and evaluating the Park Store staff at their worksite(s).

FLSA STATUS: Overtime Non-exempt
Department: Retail

EMPLOYMENT TYPE: Full-time/Year-round
Reports to: Retail Operations Director

There is no in-park housing available for this position. The Giant Forest Museum and Lodgepole Visitor Center Manager must travel to their worksite(s) from outside of the park. An SPC vehicle will be available for their use from headquarters to the Giant Forest.

ESSENTIAL DUTIES & RESPONSIBILITIES

- ◆ Oversee general operations of the GFM and LP bookstores, including but not limited to scheduling, training, supervising, and evaluating SPC bookstore staff.
- ◆ Provide site-specific new hire orientation and ensure staff is trained on SPC procedures, including but not limited to safety, attendance, entering time, and expectations.
- ◆ Must be able to work weekends and holidays, as needed.
- ◆ Work with Human Resources to recruit, interview, and hire qualified seasonal and year-round GFM/LP staff
- ◆ Ensure adequate merchandise inventory and prepare weekly inventory orders
- ◆ Transport inventory/recycling/trash back to Ash Mountain as needed.
- ◆ Receive inventory, ensure accuracy, and report order discrepancies to the Warehouse Manager.
- ◆ Ensure inventory barcodes match computer barcodes.
- ◆ Perform physical inventories.
- ◆ Responsible for the accuracy of all money transactions, including receipts, deposits, and change-bank funds.
- ◆ Ensure staff is trained to prepare daily deposits for all retail and Crystal Cave ticket sales.
- ◆ Ensure staff keep bookstore shelves stocked and displays in a clean and orderly appearance.
- ◆ Communicate any problems immediately to the Retail Operations Director.
- ◆ Work in compliance with the Conservancy's Policies and Safety Program(s).
- ◆ Ensure staff complies with and follows all SPC policies and procedures.
- ◆ Ensure staff follows SPC uniform and appearance requirements.
- ◆ Ensure staff is trained on Crystal Cave ticket sales and visitor requirements.
- ◆ Ensure staff is trained on bear canister rental procedures.
- ◆ Expand personal knowledge of national parks, sales techniques, and computer skills.
- ◆ Work with the NPS Housing department and the Lodgepole area housing supervisor to secure necessary housing for SPC staff.
- ◆ Communicate housing assignments and any changes to Human Resources and Finance Director promptly.
- ◆ Assist SPC administrative staff as needed.

OTHER DUTIES

- ◆ Sell merchandise and run the counter as needed,
- ◆ Inform visitors about SPC's mission, merchandise, programs, services, and membership program (Friendship program).
- ◆ Assist NPS or other public land agency interpreters as needed.

REQUIREMENTS

- ◆ Basic knowledge and understanding of Sequoia and Kings Canyon National Parks
- ◆ Ability and willingness to promote SPC mission, programs, membership, merchandise, services, and fundraising efforts.

REQUIREMENTS continued

- ◆ Computer skills in various programs, including Google Suite, word processing, and spreadsheets.
- ◆ Excellent math skills.
- ◆ Basic bookkeeping and inventory skills.
- ◆ Experience supervising, scheduling, performance evaluations, and training staff in a busy, high-volume work environment.
- ◆ Basic understanding of topics related to the operation of the Conservancy, including national parks and natural history
- ◆ Excellent communication, customer service, interpersonal, and employee relations skills.
- ◆ Experience operating a Point of Sale (POS) system is preferred
- ◆ Experience and ability to balance daily sales/cash reports.
- ◆ Ability to quickly learn new skills.
- ◆ Prior sales experience preferred
- ◆ Ability to work well with others and as part of a team.
- ◆ Willingness to take on retail additional duties as needed or required.
- ◆ A valid driver's license and clean driving record are required to drive an SPC vehicle.
- ◆ Ability to stand on feet up to eight hours per day.
- ◆ Ability to lift and carry boxes weighing up to 40 pounds.
- ◆ Ability to load, move, and unload a fully loaded hand truck 250 yards.

SUPERVISORY RESPONSIBILITIES

Supervises the Park Store Supervisors and Associates at their assigned location(s)

PHYSICAL DEMANDS

The Park Store Managers work primarily in Visitor centers and occasionally in outdoor settings. Visitor centers may be crowded and noisy. This position requires standing for up to eight hours daily and lifting and carrying boxes weighing up to 40 pounds.

WORK ENVIRONMENT

The work environment includes working and driving in the early morning, daytime, evening, and nighttime in favorable and inclement weather, with varying air quality and potentially extreme temperatures. Working in the parks exposes employees to unpredictable and possibly dangerous situations including rock fall, radon exposure in Crystal Cave, lightning, wildlife encounters (bees/wasps, black bears, etc.), and/ or working and driving at night.

TOOLS/EQUIPMENT USED

Computerized cash register with POS system, hand truck, ten key calculators, NPS phone system, computer and tablets with Microsoft and Google products. **Employee may also drive a company vehicle (if authorized).** Employees may be required to drive personal vehicles for official business

GUIDELINES FOLLOWED

National Park Service regulations, SPC Employee Handbook, SPC Safety Program(s) and other handbooks and manuals as instructed.

EQUAL OPPORTUNITY EMPLOYER

SEQUOIA PARKS CONSERVANCY IS AN EQUAL OPPORTUNITY EMPLOYER Sequoia Parks Conservancy is an equal opportunity employer. We do not discriminate against any applicant based on race, religion, color, national origin, gender, sexual orientation, gender identity or expression, genetic information, age, disability, marital status, or veteran's status.