



Park Store Associate

The Park Store Associates sell SPC merchandise and Crystal Cave tour tickets at select Visitor Centers. May provide park information and services at select Park Visitor Centers,

FLSA STATUS: Overtime Non-exempt
Department: Retail

EMPLOYMENT TYPE: Seasonal
Reports to: Park Store Managers

ESSENTIAL DUTIES & RESPONSIBILITIES

- Inform visitors about SPC mission and programs.
- Intentionally and efficiently sell books, merchandise, SPC memberships, and cave tickets
- Provide park and SPC information to visitors at the information desk and answer phones at the request of NPS staff at some VC locations
- Get along well with other SPC employees and maintain professional relationships with NPS Staff, as well as work as part of a team.
- Regularly stock shelves as required.
- Perform basic cleaning duties in the visitor center; keep shelves and displays clean and orderly in appearance.
- Wear and maintain SPC uniform.
- Assist Park Store Manager and/or Supervisor with merchandise check-in when received from the warehouse
- Adhere to SPC policies and procedures.
- Inform visitors of SPC programs.
- Operate point of sale system.
- Complete cash register closing procedures, balance cash, and complete required sales paperwork.
- Assist with physical inventories.
- Work in a safe manner in compliance with the Conservancy's Safety Program. Wear a back support belt as required.
- Continually expand personal knowledge of national parks, retail sales techniques, and use of point of sale system.

OTHER DUTIES

- May be required to assist with other Visitor Center functions as needed.
- Assist the SPC office with administrative duties when requested.
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REQUIREMENTS

- Ability to stand on feet up to eight hours per day.
- Ability to work weekends and holidays as needed.
- Basic knowledge and understanding of the National Park Service and SPC missions, policies and procedures, and features and facilities in the parks.
- Excellent communication and customer service skills.
- Good math skills.
- Experience operating an electronic or computerized cash register and credit card authorization system.
- Ability to quickly learn new tasks.
- Prior sales experience.

REQUIREMENTS continued

- Ability to count money and make changes accurately.
- Basic computer skills and the ability to learn to operate a point-of-sale system.
- Ability to lift and carry boxes weighing up to 40 pounds. Ability to load, move, and unload a fully loaded hand truck 250 yards. Applicants may be required to pass a pre-employment test demonstrating their ability to meet these requirements.
- Valid driver's license and clean driving record are desirable.

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL DEMANDS

The Park Store Associates work primarily in a Visitor center setting and occasionally in outdoor settings. Visitor centers may be crowded and noisy. This position requires standing for up to eight hours per day 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 conditions, possible outdoor settings including favorable and inclement weather, varying air quality, and potentially high temperatures. Working in the parks exposes employees to unpredictable and potentially dangerous situations. Examples are rock fall, radon exposure in Crystal Cave, lightning, working at night, wildlife encounters (bees/wasps, black bears, etc.), or 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. Employees 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, 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 status.