

SEQUOIA

PARKS CONSERVANCY

POSITION DESCRIPTION

Field Institute Crystal Cave Assistant Manager

Sequoia and Kings Canyon National Parks are popular destination parks for families, international visitors, and diverse individuals. Park visitors seek opportunities for recreation, learning, voluntourism, sightseeing, and more.

The Crystal Cave Assistant Manager assists the Crystal Cave Manager in the day-to-day operations of the Crystal Cave site. Additionally, the Crystal Cave Assistant Manager assists with supervising the Field Institute Naturalists stationed at the cave and serves as the Manager on Duty, managing operations when the Crystal Cave Manager is not present.

FLSA STATUS: Non-Exempt
Department: Field Institute

EMPLOYMENT TYPE: Full-time/Seasonal
Reports to: Crystal Cave Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assists the Crystal Cave Manager in the day-to-day operations of the Crystal Cave site
- Acts as the Manager on Duty when the Crystal Cave Manager is not present
- Maintains the inventory and ordering for the Crystal Cave in-park store and Crystal Cave site materials
- Maintains the attendance database and provides written and verbal reports to the Crystal Cave Manager and Field Institute Management
- Assists the Field Institute Management team in the training and professional development of the Field Institute staff
- Work with SPC and Field Institute management to coach and provide feedback to the Field Institute Naturalists on their interpretive programs
- Interface with the daily cave reservation system on the web and in park ticket sales systems
- Complete cash register closing procedures, balance cash, and complete required sales paperwork
- Print daily reports associated with Cave ticket sales
- Communicate ticket availability with NPS and other park partners
- Input program statistics after the delivery of every program
- Continually develop knowledge and understanding of the National Park Service (NPS) and the Sequoia Parks Conservancy (SPC) missions, policies, procedures, and park facilities and features.
- Adhere to the policies and procedures of SPC and the NPS
- Adhere to and engage in SPC safety procedures and the safety program
- Learn, adhere to, and engage in the Standard Operating Procedures (SOPs) of SPC and the Field Institute
- Continually develop knowledge and understanding of the natural and cultural history of Sequoia and Kings Canyon National Parks.
- Promote SPC's mission, programs, membership, merchandise, services, and fundraising efforts.
- Provide accurate and complete information to park visitors
- Accurately operate the cave's electronic point-of-sales (POS) system
- Conduct daily vehicle inspections of SPC vehicles assigned to the Field Institute
- Ensure the maintenance and cleaning of the Crystal Cave restrooms throughout the day
- Ensure the maintenance and cleaning of the Crystal Cave parking lot, trash, and employee areas throughout the day
- Ensure the maintenance and cleaning of the Crystal Cave interior and exterior trails throughout the day
- Wear and maintain a SPC uniform
- Maintain valid first-aid, CPR, and AED certifications
- Maintain a clean and valid driver's license
- Work weekend, holiday, and nighttime hours

SECONDARY DUTIES:

- When needed, assist at visitor center information desks throughout the parks to provide accurate and complete information to park visitors
- Provide Field Institute programs, including but not limited to: Crystal Cave programs, Astronomy programs, Private groups, and step-on tours.
- Assist with SPC administration duties when requested
- With proper training and guidance, assist with the repair and maintenance of the Crystal Cave electrical system
- Post information flyers throughout the parks

POSITION REQUIREMENTS

- Experience in management preferred
- Experience in guiding and resource interpretation preferred
- Excellent communication and speaking skills
- Experience speaking to large groups
- Teaching experience preferred
- Degree or equivalent experience in education, science, and/or history
- Current first-aid, CPR, and AED certification
- Experience with Microsoft Office and Google Suite
- Secondary language desired
- Ability to compile and present reports related to the Crystal Cave operation to a varied audience
- Ability to maintain professional relationships with park partners
- Ability to get along well with others and to work as part of a team
- Willingness to work weekends, evenings, and holidays as needed
- Ability to stand on feet up to eight hours per day, and the ability to walk several miles per day on trails
- Ability to lift and carry boxes weighing up to 40 pounds.
- Ability to load, move, and unload a fully loaded hand truck 250 yards.
- Valid driver's license with a clean driving record
- Willingness to wear and maintain uniform and/or living history costume

PHYSICAL DEMANDS

This position is physically demanding. Cave employees need to be able to walk a half mile up a steep grade on uneven terrain in 20 minutes, multiple times per day, at higher elevations. Employees must be able to carry a loaded daypack on the cave trail and move heavy inventory.

REQUIRED TRAINING OR CERTIFICATIONS

First Aid

CPR

AED

Wilderness First Aid

WORK ENVIRONMENT

Maintained trails, cross-country routes, and buildings in Sequoia and Kings Canyon National Parks and USACE Lake Kaweah, Crystal Cave, and other outdoor settings in favorable and inclement weather. Working in the parks exposes employees to unpredictable and potentially dangerous situations. Examples include rockfall, radon exposure in Crystal Cave, lightning, working at night or early morning, wildlife encounters (bees, wasps, rattlesnakes, black bears, etc.), or driving at night or in low light. Environmental conditions vary by season and can include, but are not limited to, high heat, smoke, unexpected snow, and poor air quality. Crystal Cave is considered a remote work site, and access to the usual amenities and emergency services is limited.

SUPERVISION RECEIVED

Supervised by the Crystal Cave Manager

SUPERVISIONS EXERCISED

The Crystal Cave Assistant Manager assists in supervising the Field Institute Naturalists stationed at the Crystal Cave site.

TOOLS/EQUIPMENT UTILIZED

Computerized cash register with POS system, SPC vehicle, hand truck, ten-key calculator, two-way handheld radio, NPS phone system, propane generator, flashlights, solar system, computer, and tablets with Microsoft and Google products, caving equipment, and gear. 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.

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.