



Crystal Cave Manager

The Crystal Cave manager oversees the day-to-day operations of the Crystal Cave site in Sequoia National Park, including all on-site education, retail, and resource protection programs, and supervises Field Institute staff assigned to Crystal Cave.

FLSA STATUS: Non-Exempt
Department: Field Institute

EMPLOYMENT TYPE: Full-time/Seasonal
Reports to: Field Institute Manager

ESSENTIAL DUTIES & RESPONSIBILITIES

- Work with SPC and Field Institute management to hire, schedule, supervise, train, and evaluate staff
- Adhere to SPC policies and procedures
- Research, develop, and deliver high-quality interpretive programs and activities in Sequoia and Kings Canyon National Parks and adjacent public lands.
- Plan special tours including NPS/SPC volunteer groups, outside researchers, media, school groups, and training sessions.
- Train, coach, and mentor staff on a wide array of program topics, including but not limited to: speleogenesis, cave flora and fauna, bat biology and ecology, karst geography and hydrology, geology, phenology, and the cultural and natural history of Sequoia and Kings Canyon National Parks.
- Schedule naturalists to deliver daily programs and complete daily work tasks at the Crystal Cave site.
- Maintain an open line of communication with the Field Institute Director, Field Institute Manager, Assistant Managers, Programs Coordinator, and SPC staff.
- Work with NPS, SPC, and park partners for optimal communication, interpretation, resource protection, authentic and safe visitor experiences, and conservation.
- Work closely with the Division of Resource Management to ensure the protection, preservation, and conservation of resources at the Crystal Cave site.
- Work closely with the Division of Interpretation to ensure that National Park Service Interpretation standards are being incorporated into Field Institute training and programming.
- Complete Crystal Cave safety inspections and sales reports
- Ensure that the SPC cave vehicles are professionally maintained and clean in adherence to the SPC Fleet Management Program
- Provide park and SPC information to visitors at the information desk and answer phones.
- Ensure Field Institute Naturalists are actively engaged in the SPC safety program.
- Implement and direct Cave Standard Operating Procedures for extenuating and emergency situations.
- Intentionally sell merchandise, programs, services, and SPC memberships
- Operate the POS system
- Ensure accuracy of cash register closing procedures, balance cash, and complete required sales paperwork.
- Interface with the daily cave reservation system on the web and in park ticket sales systems
- With appropriate training, ensure the Crystal Cave infrastructure is clean and maintained.
- Arrange repairs with a licensed electrician for any electrical repair issues beyond the scope of the SPC staff
- Monitor the Crystal Cave Photovoltaic System and schedule repair issues beyond the scope of SPC and NPS staff.
- Use discretion and independent judgment in the performance of management duties
- Make recommendations on the discipline and termination of employees
- Work safely in compliance with the SPC safety program.
- Continually expand knowledge of national parks, natural history, and caves
- Assist the SPC office with administrative duties when requested

OTHER DUTIES

The following duties are overseen by the Crystal Cave Manager or performed in the absence of the Assistant Manager

- Provide tours of Crystal Cave when short on staff
- Ensure the inventory, order, and stock, and maintain retail, operational, and program supplies
- Guide Wild Cave and Jr. Caver tours when short on staff
- Maintain caving and operation gear in a safe and clean manner

REQUIREMENTS

- Strong experience in teaching, conducting tours, or resource interpretation
- Degree or equivalent experience in education, science, and/or history
- Strong knowledge and understanding of the missions, policies, procedures, features, and facilities of the Sequoia Parks Conservancy and Sequoia and Kings Canyon National Parks
- Strong knowledge of natural history as it relates to Sequoia and Kings Canyon National Parks and adjacent public lands
- Strong knowledge of speleogenesis, cave flora and fauna, cave ecology, bat biology and ecology, karst hydrology and geography, geology, and phenology.
- Excellent communication and speaking skills with a mixed audience
- Exceptional customer service skills.
- Ability and willingness to promote SPC mission, programs, membership, merchandise, services, and fundraising efforts.
- Experience operating an electronic cash register, counting money, and making change
- Strong computer skills. Strong understanding and experience with Microsoft Office products and Google Suite.
- Ability to run and compile reports and present data to a varied audience
- Prior sales experience
- Strong supervisory and organizational skills
- Ability to get along well with others and work as part of a team
- Willingness to work weekends, holidays, nights, and extra hours as needed
- Willingness to take on additional duties as needed
- Ability to stand for up to eight hours per day, walk several miles on steep trails carrying a backpack, and work in hot and dry conditions
- Ability to lift and carry boxes weighing up to 40 pounds
- Ability to load, move, and unload a fully loaded hand truck.
- Valid driver's license with a clean driving record
- WFA, WFR, or EMT certification is preferred. Updated first aid, AED, and CPR certificates are required
- Willingness to wear and maintain a clean and neat uniform
- Ability to maintain professional relationships with partner agencies

SUPERVISORY RESPONSIBILITIES

The Crystal Cave Manager supervises the Assistant Manager, Leads, SFI Naturalists, and Guides working at Crystal Cave

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

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.

TOOLS/EQUIPMENT USED

Computerized cash register with POS system, SPC vehicles, 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.

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