

Crystal Cave Manager

FLSA Status	Non-Exempt	Department	Field Institute
Employment Type	Full-time, year-round	Reports To	Field Institute Manager
Location	Crystal Cave, Sequoia National Park		

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

This role is subject to furlough during the off-season, duration and time determined by business needs and the Field Institute Director.

ESSENTIAL DUTIES & RESPONSIBILITIES

Staffing & Team Development

- Lead the seasonal hiring cycle for Crystal Cave — publicize positions, screen applicants, interview, and hire — in coordination with Field Institute management and Human Resources procedures.
- Onboard and train cave staff in interpretation, safety, and SPC operating procedures, and in cave-specific content including speleogenesis, cave flora and fauna, bat biology and ecology, karst hydrology and geography, geology, phenology, and the cultural and natural history of Sequoia and Kings Canyon National Parks.
- Schedule, supervise, coach, and evaluate the Assistant Manager, Leads, Naturalists, and Guides; make recommendations on discipline and termination.
- Ensure NPS interpretive standards and the SPC safety program are built into Field Institute training and daily practice.

Interpretation & Programs

- Research, develop, and deliver high-quality interpretive programs at Crystal Cave and adjacent public lands.
- Plan and coordinate special tours for NPS/SPC volunteer groups, researchers, media, school groups, and training sessions.
- Guide standard, Wild Cave, and specialty tours as staffing requires.

Site Operations

- Direct daily site operations, including staff scheduling through scheduling software and completion of daily work tasks.
- Maintain FareHarbor listings and communications and interface with the daily reservation system; advise the Field Institute Director and Manager on cave operating schedules, dates, and tour frequency.
- Oversee cave infrastructure and the photovoltaic system; arrange licensed electrician or contractor repairs beyond SPC and NPS scope.
- Manage inventory, ordering, and stocking of retail, program, and operational supplies; keep caving and operations gear safe and clean.
- Ensure SPC vehicles are professionally maintained in accordance with the SPC Fleet Management Program.

Safety & Resource Protection

- Complete Crystal Cave safety inspections and implement Cave Standard Operating Procedures for emergency and extenuating situations.
- Work with the Division of Resource Management to protect and conserve cave resources, and coordinate Cave Docent access visits so they do not impact tours, the resource, or SPC equipment and facilities.

Retail & Reporting

- Operate the POS system and intentionally sell merchandise, programs, services, and SPC memberships.

- Ensure accurate register closing, cash balancing, and sales paperwork.
- Compile periodic sales reports against operational goals and write a year-end report summarizing key operational details for future reference.

Communication & Partnerships

- Maintain open communication with the Field Institute Director, Field Institute Manager, Assistant Managers, Programs Coordinator, Human Resources, and other SPC staff.
- Work with NPS across interpretation, resource management, housing, and maintenance to support communication, resource protection, and safe, authentic visitor experiences.
- Provide park and SPC information at the information desk and by phone; assist the SPC office with administrative duties as requested.

Off-Season (November–April)

- Draft annual operational report on Cave sales, attendance, staffing, facilities, and resource protection.
- Draft and review operating budgets for the past cave season, and prepare the upcoming cave season budget.
- Recruit, interview, and hire seasonal cave staff.
- Prepare onboarding, communication, and seasonal housing.
- Conduct public outreach for SPC and Cave as needed.
- Serve as a Field Institute naturalist supporting private guiding, winter operations, and other Field Institute programs.

General

- Adhere to SPC policies and procedures and work safely in compliance with the SPC safety program.
- Use discretion and independent judgment in performing management duties.
- Continually expand knowledge of national parks, natural history, and caves.

SUPERVISORY RESPONSIBILITIES

The Crystal Cave Manager supervises the Assistant Manager, Leads, Field Institute Naturalists, and Guides working at Crystal Cave.

REQUIREMENTS

Education & Experience

- Degree or equivalent experience in education, science, and/or history
- Demonstrated experience in teaching, guiding, or resource interpretation
- Supervisory experience, including scheduling and staff development
- Retail or sales experience, including operating an electronic cash register and handling cash

Knowledge

- Natural history of Sequoia and Kings Canyon National Parks and adjacent public lands
- Cave science and ecology — speleogenesis, cave flora and fauna, bat biology, karst hydrology and geography, geology, and phenology
- Familiarity with the missions, policies, and operations of SPC and the National Park Service, or the ability to learn them quickly

Skills & Abilities

- Excellent public speaking and communication with mixed audiences of all ages and backgrounds
- Exceptional customer service and the willingness to actively promote SPC's mission, programs, memberships, merchandise, and fundraising efforts
- Strong organizational skills and sound independent judgment in a remote setting with limited supervision

- Proficiency with Microsoft Office and Google Workspace, and the ability to compile reports and present data to varied audiences
- Ability to build and maintain professional working relationships with staff, partner agencies, and the public
- Flexibility to work weekends, holidays, nights, and additional hours as operations require, and to take on additional duties as needed
- Willingness to wear and maintain a clean, neat uniform

Licenses & Certifications

- Valid driver's license with a clean driving record
- Current First Aid, CPR, and AED certification required (may be obtained upon hire)
- Wilderness First Aid, Wilderness First Responder, or EMT certification preferred

PHYSICAL DEMANDS

This position is physically demanding. Employees must be able to:

- Walk a half mile up a steep, uneven grade at elevation in 20 minutes, multiple times per day, carrying a loaded daypack
- Stand for up to eight hours per day and work in high heat and dry conditions
- Lift and carry up to 40 pounds, and load, move, and unload a fully loaded hand truck

WORK ENVIRONMENT

Working in the parks exposes employees to unpredictable and potentially dangerous situations, including rockfall, radon exposure in Crystal Cave, lightning, working at night or early morning, wildlife encounters (bees, wasps, rattlesnakes, black bears), and driving at night or in low light. Environmental conditions vary by season and can include high heat, smoke, unexpected snow, and poor air quality. Crystal Cave is 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, computers and tablets with Microsoft and Google products, and caving equipment and gear. Employees may be required to drive personal vehicles for official business.

GUIDELINES FOLLOWED

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

EQUAL OPPORTUNITY

Sequoia Parks Conservancy is an equal opportunity employer. We do not discriminate against any applicant on the basis of race, religion, color, national origin, gender, sexual orientation, gender identity or expression, genetic information, age, disability, marital status, or veteran status.