ROCKY MOUNTAIN CONSERVANCY POSITION DESCRIPTION

JOB OVERVIEW

Position Title: Retail Clerk at Kawuneeche Visitor Center

Reports To: Retail Manager

Department: Retail

Position Type: Non-Exempt – Part-Time, Year-Round

Compensation and Benefits: $21.50/hr. - $22.50/hr.

- 401(k)available to all employees after meeting eligibility requirements; after 1 year of service or a total of 1000 hours worked over multiple seasons
- Part-time and/or Seasonal employees will accrue paid time off:

  Sick Hours: Sick hours are accrued at a rate of 1 hour for every 30 hours worked, up to 48 hours per year. Unused sick hours are carried year-over-year with a cap of 48 hours. Employees will not accrue additional sick time until the balance falls below the 48-hour threshold
  Vacation Hours: Vacation hours are accrued at the rate of 2 hours for every 30 hours worked, up to 100 hours in a year. Unused vacation hours are carried year-over-year with a cap of 100 hours. Employees will not accrue additional vacation time until the balance falls below the 100-hour threshold

Potential for Advancement: Yes

JOB DESCRIPTION

This position is responsible for operating the Retail Kawuneeche Visitor Center store managed by the Rocky Mountain Conservancy and assisting assigned Rocky Mountain National Park staff in providing information to the public.

Essential Duties/Responsibilities

1. Conducts computerized retail transactions in an accurate, efficient, and friendly manner in accordance with policies and procedures.
2. Handles sales of merchandise using computerized point-of-sale equipment.
3. Conducts cash and credit transactions.
4. Remits daily proceeds as needed.
5. Maintains a clean and inviting retail sales area.
6. Answers questions and provides information to the public about the Rocky Mountain Conservancy's mission, programs, activities, products, and locations.

Other Duties/Responsibilities

1. Assists Rocky Mountain National Park staff as directed by answering questions from the public and distributing approved verbal or printed information.
2. Provides relief when Rocky Mountain National Park staff are on a break or otherwise engaged.
3. Other duties as needed.

Supervisory Duties

None.

JOB QUALITIFICATIONS

Knowledge, Skill, and Ability

This position requires the ability to effectively manage the assets of the retail location, including proceeds of retail transactions, cash change reserves, and the merchandise and equipment used in the retail operation.

1. Ability and desire to consistently provide customer and visitor service.
2. Demonstrated ability to work effectively and collaboratively with others, maintain a professional demeanor including in all written and verbal communications, and contribute to a positive and respectful work environment.
3. Knowledge in the fields of local natural and cultural history is desirable.
4. Knowledge of public land-managing agency policies, procedures, and communication methods is desirable.

Computer Skills

Ability to learn new computer programs. Experience with computerized retail sales preferred.

Education or Formal Training

High-school diploma or GED required.

Experience

1. Cash-handling experience required.
2. Customer service experience required.
3. Experience in marketing or sales is desirable.

Material and Equipment Directly Used

The position requires the use of computerized equipment, point-of-sale equipment, printers, telephones, asset control equipment such as safes and alarm systems, and other typical office equipment.

Working Environment/Physical Activities

A significant amount of interaction with park visitors of all ages is required. May be directed, when necessary, to assist in the operation of the visitor center in case of emergency. Some weekend, Holiday, and evening hours may be required, as well as off-site engagements at times. Facility management tasks include light cleaning, organizing, and maintaining merchandise in an appealing manner. Standing for up to 8 hours and lifting up to 50 lbs. Twisting and bending are also required throughout the shift.

NOTE: THIS JOB DESCRIPTION IS NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL DUTIES, RESPONSIBILITIES, OR QUALIFICATIONS ASSOCIATED WITH THE JOB.