

## **SAN JUAN MOUNTAINS ASSOCIATION**

### **Norwood Visitor Information Specialist (Seasonal)**

The San Juan Mountains Association (SJMA) is seeking a Norwood Visitor Information Specialist to lead SJMA's visitor information/education/volunteer program out of the Norwood Ranger Station in partnership with the U.S. Forest Service.

#### **Background**

Founded in 1988, SJMA is a nonprofit cooperating (or interpretive) association that works in partnership with the Grand Mesa, Uncompahgre and Gunnison (GMUG) National Forest, the San Juan National Forest, the Rio Grande National Forest, and the Bureau of Land Management (BLM). With fourteen (14) bookstore/ visitor information offices, SJMA supports federal land management agencies throughout Southwest Colorado.

#### **Job Description**

**JOB SUMMARY:** The Norwood Visitor Information Specialist will be based out of the Norwood Ranger Station to provide visitor information services, sell Forest Service products, promote interpretive product sales and perform other miscellaneous front desk duties for the U.S. Forest Service. This person will work closely with SJMA staff and GMUG National Forest staff to provide public information and answer phone calls from the public in a highly professional and courteous manner. For the right person, this is a unique opportunity to develop interpretive and educational programming while contributing to public lands stewardship in the region. This position is under the immediate supervision of the SJMA Director of Operations and will work at the direction of U.S. Forest Service on a daily basis. Other duties include management of SJMA inventory and assistance with collections as requested by SJMA staff. This individual will provide top-notch visitor information services, promote SJMA bookstore sales, and manage bookstore inventory.

**LOCATION:** The position will be based out of the Norwood Ranger Station in Norwood, CO.

**HOURS:** The expectation is that this position will be classified as non-exempt "Part-time Seasonal" with a scheduled twenty (20) hours per week and occasional nights and weekends. The season is anticipated to last four (4) months. The season could be extended if additional funding becomes available.

#### **GENERAL DUTIES AND CUSTOMER SERVICE**

- Communicate and coordinate with the Forest Service to stay up-to-date on public lands recreation, forest products, and visitor information.

- Recruit, train, and oversee volunteers to assist at the Norwood Ranger Station and contribute to public lands stewardship in the region.
- Ensure that SJMA staff and volunteers are providing timely, accurate, and professional visitor information to the public while encouraging the responsible use of public lands in the region.
- Encourage visitors to “Leave No Trace” and “Tread Lightly” and to comply with applicable laws, rules and regulations.
- Perform basic Visitor Information Specialist duties, such as answering telephones and in-person inquiries in a courteous and professional manner and helping to administer daily Forest Service operations.
- Update or develop new public information materials, such as handouts, for distribution to the public.
- May update basic information on the GMUG websites applicable to the region, such as road, trail, and campground status.
- Become familiar with Forest Service organization, functions, activities, facilities, and personnel to provide information to visitors and the public.
- Become familiar with common destinations and permitted uses of the GMUG National Forest.
- Assist other SJMA staff to help deliver educational and public lands stewardship programming within the GMUG National Forest.

### **BOOKSTORE RESPONSIBILITIES**

- Coordinate with the SJMA Director of Visitor Information to order & maintain products for the SJMA locations in the region.
- Ensure that bookstore display areas are maintained in a neat and orderly fashion.
- Make sure SJMA staff & volunteers are properly trained to sell products and operate the point-of-sale systems.
- Coordinate monthly collections and year-end inventory and accounting.

### **AGENCY SUPPORT**

- Coordinate with agency staff to sell forest product permits and recreation passes in a professional manner, including but not limited to fuelwood permits and Christmas tree permits.
- Organize and attend meetings and trainings with agency staff.
- Assist with SJMA and Forest Service projects and programs as needed.

## **SKILLS AND QUALIFICATIONS:**

The successful candidate will possess some combination of the following skills/qualifications:

- Passion for public lands
- Interest and ability to build interpretive, educational, and stewardship programming over time
- Staff management and supervisory experience preferred
- Experience with sales, marketing, and inventory management
- Excellent interpersonal skills
- Terrific Customer Service abilities
- Friendly and personable
- Great organizational skills
- Attention to detail
- Able to work independently while also being a team
- Computer literacy, especially with 'Word' and 'Excel'
- Strong written and verbal communication skills
- Comfortable with counting money
- Reliable
- Knowledge of the GMUG National Forest and surrounding areas
- Knowledge or willingness to learn local recreation sites
- Knowledge or willingness to learn Forest Service regulations

## **EDUCATIONAL REQUIREMENTS:**

B.S. or B.A. degree a plus. Additional training in Business Administration, Outdoor Recreation, Marketing and/or Communications is of additional interest.

A valid Colorado Driver's License is required as well as a good driving record. A personal vehicle will be used on occasion, with mileage reimbursement consistent with SJMA policy.

## **Compensation:**

\$15-\$17 per hour commensurate with qualifications and experience.

## **To Apply:**

Those interested in the position are asked to submit a resume and letter of interest demonstrating their qualifications and interest in the position. The cover letter should succinctly describe the applicant's goals, suitability for the position, and other pertinent facts that may not appear in the resume.

No phone calls please. SJMA is an equal opportunity employer. Please send resumes and cover letters to [operations@sjma.org](mailto:operations@sjma.org).