

SAN JUAN MOUNTAINS ASSOCIATION

Rio Grande Seasonal Visitor Information Specialist

The San Juan Mountains Association (SJMA) is seeking two Rio Grande Seasonal Visitor Information Specialists (VIS) to provide excellent customer service and top-notch visitor information on behalf of the Rio Grande National Forest.

Background

Founded in 1988, SJMA is a nonprofit cooperating (or interpretive) association for the San Juan National Forest and Rio Grande National Forest (RGNF). With fourteen bookstore/ visitor information offices, SJMA supports federal land management agencies in five counties throughout Southwest Colorado.

Job Description

JOB SUMMARY: The Rio Grande Seasonal Visitor Information Specialists will provide visitor information services, sell forest products, promote interpretive product sales and perform other miscellaneous front desk duties for the U.S. Forest Service, Divide District in Del Norte and Creede, Colorado. This person will work closely with SJMA staff and the Rio Grande National Forest to provide public information and answer phone calls from the public in a highly professional and courteous manner. This position will work under the supervision of the SJMA Visitor Information Coordinator staff on a daily basis. This individual will provide top-notch visitor information services, and promote SJMA bookstore sales.

LOCATION: The position will be based out of the Rio Grande National Forest (RGNF) office in Del Norte and Creede, Colorado. There is one position available at each location. Please express your preference of location in your application. Depending on selectee interest, there may be the possibility to rotate SJMA VIS between the two offices.

SEASONAL POSITION: Starting May 2022 for approximately 90 working days. Hours: 8:00 am – 4:30 pm, 5 days a week with 2 consecutive days off. Forty hours per week.

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COVID-19 Policy: Employees must be fully vaccinated against COVID-19. If selected, the applicant must submit proof of vaccination. Employees are expected to comply with SJMA's employee handbook and Forest Service mask wearing and social distancing protocols.

GENERAL DUTIES AND CUSTOMER SERVICE

- 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 at the Rio Grande Ranger District offices in Del Norte and/or Creede, Colorado.

- Communicate and coordinate with the Forest Service to stay up-to-date on public lands recreation, forest products, and visitor information.
- Become familiar with common destinations on the Divide Ranger District and around the RGNF.
- Encourage visitors to “Leave No Trace” and “Tread Lightly” and to comply with applicable laws, rules and regulations.
- Become familiar with the Forest Service and store products.
- Become familiar with Forest Service organization, functions, activities, facilities, and personnel to provide information to visitors.
- Become familiar with common destinations and permitted uses of the Rio Grande National Forest.
- Coordinate with agency staff to sell forest product permits and recreation passes in a professional manner, including but not limited to the America the Beautiful (ATB) Passes, and fuelwood permits.
- Assist other SJMA staff to help deliver educational and public lands stewardship programming within the Rio Grande National Forest.
- Attend VIS workshops and trainings when appropriate.

BOOKSTORE RESPONSIBILITIES

- Sell products and operate the “Cashier Live” point of sale system.
- Daily cash box and sales reconciliation
- Ensure that bookstore display areas are maintained in a neat and orderly fashion.
- Assist with maintaining product inventory
- Maintain a professional image and courteous demeanor at all times.

SKILLS AND QUALIFICATIONS:

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

- Passion for public lands
- Friendly and personable with terrific Customer Service abilities
- Strong communication skills
- Great organizational skills
- Ability to work independently
- Experience with sales
- Comfortable with counting money and reconciling sales
- Attention to detail
- Reliable
- Knowledge of the Rio Grande National Forest and surrounding areas
- Knowledge or willingness to learn local recreation sites
- Knowledge or willingness to learn Forest Service regulations

- Computer literacy, especially with “Word” and “Excel”

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: This is a seasonal position that pays \$15 per hour. One hour of paid sick time is accumulated for every thirty hours worked. Full-time employees (40 hrs/wk) receive recognized holidays off with pay. Any other time off must be approved by a supervisor and will be unpaid.

To Apply:

Those interested in the position are asked to **submit a resume, letter of interest, and professional references**, that demonstrate 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 application package to riooperations@sjma.org