

SAN JUAN MOUNTAINS ASSOCIATION

Pagosa Visitor Information Specialist

The San Juan Mountains Association (SJMA) is seeking a Pagosa Visitor Information Specialist to lead SJMA's visitor information program in the Pagosa District Office of the San Juan National Forest.

Background

Founded in 1988, SJMA is a nonprofit cooperating (or interpretive) association for the San Juan National Forest, Rio Grande National Forest, and Grand Mesa Uncompahgre and Gunnison National Forest. With fourteen (14) bookstore/ visitor information offices, SJMA supports federal land management agencies in twelve (12) counties throughout Southwest Colorado.

Job Description

JOB SUMMARY: The Pagosa Visitor Information Specialist will provide visitor information services, sell forest products, promote interpretive product sales, provide educational and stewardship programming, and perform other miscellaneous front desk duties for the U.S. Forest Service at the Pagosa Springs Ranger District Office. This person will work closely with SJMA staff and the San Juan National Forest to provide public information and answer phone calls from the public in a highly professional and courteous manner. This individual will provide top-notch visitor information services, promote SJMA bookstore sales, manage bookstore inventory, and oversee collections of bookstore revenue. In addition, this individual will develop and deliver educational and stewardship programs in conjunction with SJMA and Forest Service staff. This position is under the immediate supervision of the SJMA Director of Visitor Information Services and will work at the direction of U.S. Forest Service staff on a daily basis.

LOCATION: The position will be based out of the Pagosa Ranger District Office at 180 Pagosa Street, Pagosa Springs, Colorado.

HOURS: This position will be classified as non-exempt "Regular Full-Time" with a scheduled forty (40) hours per week (8:00 am-4:30/5pm Monday through Friday) and occasional nights and weekends.

COVID-19 Policy: SJMA 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 Pagosa Ranger District.
- Develop and deliver educational and public lands stewardship programming within the San Juan National Forest, working in conjunction with other SJMA and Forest Service staff.
- Communicate and coordinate with the Forest Service to stay up-to-date on public lands recreation, forest products, and visitor information.
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- Encourage visitors to “Leave No Trace” and “Recreate Responsibly” and to comply with applicable laws, rules and regulations.
- Update or develop new public information materials, such as handouts, for distribution to the public.
- 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 San Juan National Forest.
- Recruit, train, and oversee volunteers interested in providing public information for the San Juan National Forest.

BOOKSTORE RESPONSIBILITIES

- Oversee bookstore sales and collections in the Pagosa office.
- Coordinate with the SJMA Director of Visitor Information to order & maintain products
- Report and collect store revenue for the Pagosa location
- Ensure that all of the bookstore display areas are maintained in a neat and orderly fashion, and stocked with current inventory.
- Ensure proper training for any personnel selling products and operate the point-of-sale systems.
- Conduct 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 the America the Beautiful (ATB) Passes, fuelwood permits, and Christmas tree permits.
- 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
- Experience with sales, marketing, and inventory management
- Experience with public speaking
- Experience delivering educational or stewardship programming
- Excellent interpersonal skills
- Terrific customer service abilities
- Friendly and personable
- Highly organized with an attention to detail
- Able to work independently
- Computer literacy, especially with Microsoft Word and Excel
- Strong written and verbal communication skills
- Knowledgeable of basic cash management procedures
- Reliable
- Knowledge of the San Juan 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:

Pay rate is \$15-17 hourly, commensurate with qualifications and experience. Benefits include paid PTO, health insurance reimbursement program, and a small individual retirement account contribution match.

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 jobs@sjma.org.

All offers of employment will be subject to satisfactory completion of a background check and drug test.