

SAN JUAN MOUNTAINS ASSOCIATION

Rio Grande Visitor Information Coordinator

The San Juan Mountains Association (SJMA) is seeking a Rio Grande Visitor Information Coordinator to lead SJMA's visitor information program throughout 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 (14) bookstore/ visitor information offices, SJMA supports federal land management agencies in five (5) counties throughout Southwest Colorado.

Job Description

JOB SUMMARY: The Rio Grande Visitor Information Coordinator 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 on the Divide Ranger District. 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 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. Other duties include management of staffing and inventory at SJMA bookstore outlets throughout the Rio Grande National Forest. This individual will provide top-notch visitor information services, promote SJMA bookstore sales, manage bookstore inventory, and oversee collections of bookstore revenue throughout the Rio Grande National Forest.

LOCATION: The position will be based out of the Rio Grande National Forest offices in Del Norte.

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

GENERAL DUTIES AND CUSTOMER SERVICE

- Supervise, delegate, and provide support, guidance, and training to other SJMA visitor information staff working in the Rio Grande National Forest.
- Oversee bookstore sales and collections in Creede, Saguache, Del Norte, Monte Vista, and La Jara.

- Communicate and coordinate with the Forest Service to stay up-to-date on public lands recreation, forest products, and visitor information.
- Make sure 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 “Recreate Responsibly” and to comply with applicable laws, rules and regulations.
- Oversee all SJMA visitor information operations in the Rio Grande National Forest.
- 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 National Forest District Office(s).
- Update or develop new public information materials, such as handouts, for distribution to the public.
- May update basic information on the RGNF website, such as road, trail, and campground status and assist in contributing to SJMA and RGNF social media.
- 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.
- Assist other SJMA staff to help deliver educational and public lands stewardship programming within the Rio Grande National Forest.
- Recruit, train, and oversee SJMA VIS permanent and seasonal staff and volunteers interested in providing public information for the Rio Grande National Forest.

BOOKSTORE RESPONSIBILITIES

- Coordinate with the SJMA Director of Visitor Information to order & maintain products for the SJMA locations throughout the Rio Grande National Forest and manage bookstore inventory.
- Report and collect store revenue for the Rio Grande bookstores, which includes traveling to all of the SJMA bookstores in the region each month.
- Ensure that all of the regional bookstore display areas are maintained in a neat and orderly fashion, and stocked with current inventory.
- Ensure SJMA staff & volunteers are properly trained to sell products and operate the point-of-sale systems.
- Coordinate 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.

- Comply with Forest protocols and processes for selling forest products and managing inventory.
- 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
- Staff management and supervisory experience
- Initiative; the ability to see something and get it done
- Experience with sales, marketing, and inventory management
- Excellent interpersonal skills
- Excellent editing and proof-reading skills
- Terrific customer service abilities
- Friendly and personable
- Great organizational skills
- Attention to detail
- Able to work independently
- Computer literacy, especially with Microsoft Word and Excel and electronic filing
- Web development skills a plus
- Strong written and verbal communication skills
- Comfortable with counting money
- Knowledgeable of basic cash management procedures
- Reliable
- Knowledge or willingness to learn of the Rio Grande National Forest, surrounding areas, and local recreation sites
- Knowledge or willingness to learn Forest Service regulations and organizational systems

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:

Salary range is between \$38,000-\$43,000 annually commensurate with qualifications and

experience. Benefits include PTO, health benefits, and retirement plan.

To Apply:

Those interested in the position are asked to submit a single PDF document including a resume, a writing sample, and letter of interest demonstrating their qualifications and interest in the position. The letter of interest 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 your cover letter, resume, writing sample, and references as a single PDF document to riooperations@sjma.org.

Priority consideration will be given to complete applications received by January 23, 2023.

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