



San Juan Mountains Association

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San Juan Mountains Association Visitor Information Specialist Job Announcement

BACKGROUND

Founded in 1988, the San Juan Mountains Association (SJMA) is a public lands conservation non-profit working in partnership with the San Juan National Forest, Rio Grande National Forest, Grand Mesa Uncompahgre and Gunnison National Forest, the Bureau of Land Management (BLM) and other agencies providing outreach, education, and stewardship throughout SW Colorado.

Job Summary

The Norwood Visitor Information Services (VIS) Specialist will provide visitor information services in a highly professional and courteous manner. The VIS Specialist will work closely with the Uncompahgre National Forest staff and will answer phone calls from the public and provide in person information while performing other miscellaneous front desk duties for the U.S. Forest Service at the Norwood Ranger District Office.

This individual will provide top-notch visitor information services, sell forest products, promote SJMA merchandise sales and memberships, and manage outlet inventory and cash handling. This position is supervised and supported by SJMA's Director of Visitor Information/Retail Operations and works with the U.S. Forest Service staff on a daily basis.

Location

Work will be performed at the Norwood Ranger District office, located at 1150 Forest Street in Norwood, CO.

Hours

This is a seasonal, part-time job for 24 hours/week. Work days would be Wednesday - Friday, 9 am to 4:30 pm. The season is expected to last from May 13th to Oct 4th.

GENERAL DUTIES

- Perform an array of Visitor Information Service duties, such as answering phone calls and in-person inquiries in a courteous and professional manner, and helping to administer daily Forest Service operations at the Norwood Ranger District.
- Communicate and coordinate with the Forest Service to stay up-to-date on public lands recreation, forest products, and visitor information.

- Update or develop new public information materials, such as handouts, for distribution to the public.
- Provide visitors with information concerning points of interest, travel routes, historical and natural features, site use opportunities and limitations, and forest activities throughout the Norwood Ranger District
- Encourage visitors to “Leave No Trace” and “Recreate Responsibly” and to comply with applicable laws, rules and regulations.
- Become familiar with Lightspeed POS system and perform merchant functions of SJMA merchandise.
- Familiarize oneself with common destinations and permitted uses around the Norwood and Telluride areas.
- Become familiar with Forest Service organization, functions, activities, facilities, and personnel to provide information to visitors.
- Advise visitors concerning safety, fire prevention, amenities available, and proper and authorized uses of recreational facilities.

RETAIL OUTLET RESPONSIBILITIES

- Oversee SJMA retail sales and revenues in the Norwood outlet.
- Coordinate with the SJMA Lead VIS Retail Director to order and maintain products.
- Report and reconcile cash collected from retail sales.
- Ensure that all display areas are stocked, organized and clean.
- Use SJMA’s POS system to sell products.

AGENCY SUPPORT

- Coordinate with USFS staff to sell forest product permits and recreation passes.
- Comply with Forest protocols for selling forest products and managing inventory.
- Attend meetings and trainings with agency staff as needed.
- Assist with SJMA and Forest Service projects and programs.

SKILLS AND QUALIFICATIONS

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

- Passion for public lands
- Experience with sales and inventory management
- Experience with public speaking
- 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 Google Workspace
- Strong written and verbal communication skills
- Knowledgeable of basic cash management procedures

- Reliable
- Knowledge of the Uncompahgre National Forest and surrounding areas.
- Knowledge or willingness to learn local recreation sites
- Knowledge or willingness to learn Forest Service regulations and systems

Education Requirements

High school diploma or equivalent

Compensation

- \$18.00- 20.00 per hour DOE.
- SJMA offers a Simple IRA plan with a 3% match, and 1 hour of sick time per 30 hours worked, per Colorado law.
- Housing at the Norwood bunkhouse may be available.

To Apply

Those interested in the position are asked to submit a resume and cover letter 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. Deadline for Applications is **April 1st**. Candidates are encouraged to apply early as applications will be reviewed on a rolling basis.

No phone calls please. SJMA is an equal opportunity employer. Please send resume and cover letter to jobs@sjma.org with the heading **SJMA VIS Norwood Ranger District**. All offers of employment will be subject to satisfactory completion of a background check.