



# ***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 Gunnison 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 Gunnison Bureau of Land Management staff and will answer phone calls from the public and provide in person information while performing other miscellaneous front desk duties for the BLM at the Gunnison Field Office.

This individual will provide top-notch visitor information services, interpretive 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 Bureau of Land Management staff on a daily basis.

### **Location**

Work will be performed at the Gunnison BLM Field Office, located at 2500 E New York Avenue in Gunnison, CO.

### **Hours**

Anticipated hours are 32 hours/week, with the potential for full time work. Days will be worked out between the BLM field office staff and the successful candidate.

### **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 Bureau of Land Management operations at the Gunnison BLM Field Office.
- Communicate and coordinate with the BLM staff to stay up-to-date on public lands recreation, BLM 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 Gunnison regional areas.
- Encourage visitors to “Leave No Trace” and “Recreate Responsibly” and to comply with applicable laws, rules and regulations.
- Become familiar with Square POS system and perform merchant functions of SJMA merchandise.
- Familiarize oneself with common destinations and permitted uses around the Gunnison and Gunnison County areas.
- Become familiar with BLM 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 Gunnison 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 BLM staff to sell BLM product permits and recreation passes.
- Work in conjunction and partnership with BLM administrative support assistant to help order BLM products and make them available.
- Pass a background check and obtain a PIV card for access to the network.
- Comply with BLM protocols for selling forest products and managing inventory.
- Required to obtain necessary qualifications to operate in the central billing system (CBS) to process transactions.
- Attend meetings and trainings with agency staff as needed.
- Assist with SJMA and BLM 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 Gunnison Basin BLM areas, adjacent National Forests and surrounding areas.
- Knowledge or willingness to learn local recreation sites
- Knowledge or willingness to learn BLM regulations and systems, various training would be required.

### **Education Requirements**

High school diploma or equivalent

### **Compensation**

- \$19.00 - \$22.00 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.

### **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. *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](mailto:jobs@sjma.org) with the heading **SJMA VIS Gunnison Bureau of Land Management Field Office**. All offers of employment will be subject to satisfactory completion of a background check.