



San Juan Mountains Association

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Canyons of the Ancients National Monument Visitor Information Specialist Job Announcement

BACKGROUND

Founded in 1988, the San Juan Mountains Association (SJMA) is a public lands conservation non-profit in partnership with the San Juan National Forest, Rio Grande National Forest, Grand Mesa Uncompahgre and Gunnison National Forest, and the Bureau of Land Management (BLM), protecting and managing public lands in southwest Colorado. We offer services in numerous public lands offices and manage retail outlets in most of them. SJMA is seeking a Visitor Information Services (VIS) Specialist to staff the front desk at Canyons of the Ancients (CANM) Visitor Center & Museum in Dolores, Colorado and to assist with recreation duties on Canyons of the Ancients National Monument (176,000 acres abutting the CO/UT border).

JOB SUMMARY

The VIS Specialist will provide information, orientation, and interpretation to the public at Canyons of the Ancients Visitor Center and Museum & National Monument. The VIS Specialist opens and closes the Visitor Center, collects Museum Entrance fees & America the Beautiful passes, orients visitors to the museum and National Monument, and performs other miscellaneous duties for the Bureau of Land Management's Canyons of the Ancients. This individual will work closely with CANM staff to answer phone calls from the public and provide information in a highly professional and courteous manner. This position is also responsible for assisting with maintenance activities across public locations within the National Monument. Duties ensure safe, compliant, and high-quality visitor experiences while supporting resource protection, facility upkeep, data collection (including monthly night sky quality data collection), and inter-disciplinary coordination. Duties require fieldwork across remote landscapes, regular driving of agency vehicles, and adherence to uniform and safety standards. Work requires carrying supplies, cleaning equipment, signage materials, and occasionally coordinating with multiple program areas, including interpretation, recreation, and law enforcement.

This individual will provide top-notch visitor information services. While this position is supervised and directly supported by the SJMA Visitor Information Director, this VIS Specialist works at Canyons of the Ancients Visitor Center & Museum in Dolores and will work closely with CANM's VC Manager and report to the CANM's VIS & Recreation Program Manager on a daily/weekly basis.

Position Title: CANM VIS Specialist
Employment Type: Hourly, Full Time
Reports To: SJMA VIS Director
Status: At Will

LOCATION

The position will be based at: Canyons of the Ancients Visitor Center & Museum, 27501 Highway 184, Dolores, CO 81323

HOURS

This position will overlap with CANM's VC Manager and the hours of operation for CANM's Visitor Center which is open Tuesday-Saturday. This job is classified as a full-time position and includes working every Saturday.

GENERAL DUTIES AND CUSTOMER SERVICE

- Perform the array of Visitor Information Service duties, such as answering telephones and in-person inquiries in a courteous and professional manner and helping to administer daily CANM operations at the Canyons of the Ancients Visitor Center.
- Communicate and coordinate with the CANM staff to stay up-to-date on public lands recreation and visitor information.
- Encourage visitors to "Leave No Trace" and "Visit with Respect" and to comply with applicable BLM laws, rules and regulations.
- Become familiar with common destinations and permitted uses at CANM.
- Presents a positive image of the area and of the BLM; ensuring visitor contact is conducted in a courteous, professional, and friendly manner.
- Advises visitors concerning safety, fire prevention, amenities available, and proper and authorized uses of recreational facilities.
- Provides general information to visitors concerning points of interest, travel routes, historical and natural features, site use opportunities and limitations, and Monument and Museum activities.
- Conduct routine hiking roving patrols of primary CANM public locations, including Lowry, Painted Hand, Sand Canyon Lower, and Sand Canyon Pueblo.
- Conduct visitor contacts and provide informal interpretation to visitors during field presence, maintaining professional uniform standards.
- Record visitor interactions and interpretive engagements for program reporting.
- Inspect and service restrooms at assigned sites; clean on a weekly basis during the off-season and twice weekly during high-use periods.
- Restock toilet paper and maintain supply inventories.
- Remove trash from restrooms, kiosks, and surrounding public areas.
- Service the Sand Canyon Lower porta-potty, including TP replenishment and trash removal.
- Collect dog waste bags and maintain kiosk cleanliness.
- Replace and refresh visitor registers at all designated trailheads/public sites.
- Update kiosks with required supplemental rules, transportation maps, and regulatory notices.
- Conduct field patrols as assigned and submit daily patrol logs via email.
- Communicate observed issues (e.g., resource damage, public safety concerns, maintenance needs) to law enforcement and/or supervisory staff.
- Assist with incident reporting using GIS-based vandalism and monitoring tools.
- Perform monthly visits to assigned Wilderness Study Areas (WSA) when requested, completing WSA monitoring forms and submitting them to the Recreation program lead.
- Conduct periodic inspections of kiosks, signage, trash, and TRAFx units along the 88-mile Monument Driving loop.

SKILLS AND QUALIFICATIONS

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

- Passion for public lands and education
- Passion, experience, and respect for working with volunteers in a variety of settings
- Experience with sales, marketing, and inventory management
- Experience with public speaking and interpretation
- Excellent interpersonal skills, working with visitors, volunteers and specialists

- Terrific customer service abilities, able to move from orientation and information to interpretation with ease
- Friendly and personable
- Highly organized with attention to detail
- Able to work independently in remote settings
- Computer literacy, especially with Microsoft & Google
- Strong written and verbal communication skills
- Reliable
- Knowledge of CANM and surrounding areas
- Knowledge or willingness to learn local recreation sites
- Knowledge or willingness to learn BLM regulations and systems
- Knowledge or willingness to learn facilities maintenance
- Experience and strong interest hiking in remote terrain/desert environments while successfully performing manual labor

EDUCATIONAL REQUIREMENTS

- B.S. or B.A. degree is preferred. 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.

COMPENSATION

- **Hourly Rate:** Hourly wage will be between \$18-20/hour, commensurate with qualifications and experience.
- **Benefits Include:**
 - Benefits include 1 hour of sick time per 30 hours worked, per Colorado law
 - Simple IRA plan with 3% match.
 - Full-time employees are eligible for Paid Time Off and health insurance after 90 days.
 - SJMA recognizes 11 paid Federal Holidays.

APPLICATION INSTRUCTIONS

Applicants should submit **one PDF** containing:

- Resume
- Letter of interest which briefly describes your goals, qualifications, and interest in the position.

Send materials to: jobs@sjma.org. Applications will be accepted on a rolling basis, but review of applications will begin on April 28, 2026. Candidates are encouraged to apply early.

No phone calls, please.

SJMA is an equal opportunity employer. All offers of employment will be subject to satisfactory completion of a background check.