



San Juan Mountains Association

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SAN JUAN MOUNTAINS ASSOCIATION Dolores Visitor Information Specialist Job Description

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, the BLM and more agencies protecting and managing wilderness areas in SW Colorado. We offer services in over a dozen public lands offices and manage retail outlets in most of them. SJMA is seeking a Dolores Visitor Information Specialist to support our visitor information program in the Dolores Public Lands office.

JOB SUMMARY

The Dolores Visitor Information Specialist will provide visitor information services, sell forest products, promote interpretive products, provide educational and stewardship programming, and perform other miscellaneous front desk duties for the U.S. Forest Service and Bureau of Land Management (BLM) at the Dolores Ranger District. The Specialist will work closely with SJMA staff, the San Juan National Forest and Tres Rios Field Office to answer phone calls from the public and provide information in a highly professional and courteous manner.

This individual will provide top-notch visitor information services, promote SJMA merchandise sales and memberships, manage outlet inventory and cash handling. In addition, this individual will develop and deliver educational and stewardship programs in conjunction with SJMA, Forest Service and BLM staff.

This position is supervised and directly supported by the SJMA Director of Visitor Information Services. The Visitor Information Specialist works in conjunction with the U.S. Forest Service and BLM staff on a daily basis.

LOCATION

The position will be based out of the Dolores Ranger District at 29211 Highway 184, Dolores, Colorado.

HOURS

This position is available immediately. With our USFS and BLM partnership, this job is classified as a part time position, two days a week, with a scheduled sixteen (16) hours per week, between 8:00am - 4:30pm, Mondays and Tuesdays. There is the possibility of

additional work to substitute for a colleague when they may not be available to work their shift.

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 and BLM operations at the Dolores Public Lands office.
- Communicate and coordinate with the Forest Service and BLM to stay up-to-date on public lands recreation, forest products, and visitor information.
- 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 the Forest Service and BLM organizations, functions, activities, facilities, and personnel to provide information to visitors.
- Become familiar with common destinations and permitted uses of the San Juan National Forest and Tres Rios BLM landscape.

RETAIL OUTLET RESPONSIBILITIES

- Oversee SJMA retail sales and revenues in the Dolores office SJMA outlet.
- Coordinate with the SJMA Lead VIS Retail Manager to order & maintain products.
- Report and reconcile cash collected from retail sales.
- Ensure that all display areas are stocked, organized and clean.
- Support non-SJMA staff in selling products and operating our POS system.
- Conduct year-end inventory hand count.

AGENCY SUPPORT

- Coordinate with USFS and BLM staff to sell forest product permits and recreation passes.
- Comply with Forest and public lands protocols for selling forest products and managing inventory.
- Attend meetings and trainings with agency staff as needed.
- Assist with SJMA and Forest Service/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, 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 Google Workspace
- Strong written and verbal communication skills
- Knowledgeable of basic cash management procedures
- Reliable
- Knowledge of the San Juan National Forest and surrounding BLM areas.
- Knowledge or willingness to learn local recreation sites
- Knowledge or willingness to learn Forest Service and BLM regulations and 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.

COMPENSATION

This is an hourly position with a wage between \$18-21/hour, commensurate with qualifications and experience. Since this position is hourly and part time no vacation time will be offered. SJMA recognizes 11 federal holidays and follows the government's recognition of these dates as days of closure. You will also accrue one (1) hour of sick time for every thirty (30) hours worked. SJMA employees are eligible to participate in a Simple IRA plan with a 3% employer contribution offered, after earning \$2,500.

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 a resume and a cover letter to jobs@sjma.org.

All offers of employment will be subject to satisfactory completion of a background check. Applications for this position will be accepted on a rolling basis and remain open until filled.