

## POSITION DESCRIPTION

**Title:** Visitor Services Assistant

**Supervisor:** Park Ranger – Visitor Services  
**Base Wage:** \$9.00 per hour  
**Hours:** 560 hours  
**Start:** May  
**End:** September  
**Schedule:** 40-hour weeks, generally 8 a.m. to 4:30 p.m. weekends included, and some holidays

**Purpose:**

To provide customer service at the visitor center, including interpretation, orientation, information, retail sales to walk-in guests and over the phone, via internet or mail; to provide janitorial services in the building; and to assist the Park Ranger – Visitor Services with special projects and events

**Duties:**

1. Collect visitor fees, and audit campsite records in the field
2. Process reservations, produce shift reports and perform basic accounting
3. Operate resale program, produce shift reports and perform basic accounting, order and stock resale items
4. Provide interpretation, information and orientation to visitors as requested
5. Maintain the cleanliness of the visitor center
6. Assist the Park Ranger – Visitor Services with special projects and events

**Minimum Qualifications:**

1. Legal U.S. resident, 18 years old or older, with valid driver's License
2. High School Diploma/GED
3. Drug Free
4. Ability to communicate effectively with the public
5. Ability to manage money with accuracy
6. Ability to work with Microsoft Office applications and specialized software

**Desired Skills and Certifications:**

1. Ability to work alone
2. Ability to resolve minor conflicts with camping issues.
3. Ability to lead climb 5.8, and teach children and adults introductory climbing.

**How to Apply:**

Please send a resume and cover letter stating your qualifications, experience and desire for the position to [Juanita\\_Jones@parnter.nps.gov](mailto:Juanita_Jones@parnter.nps.gov). If you have any questions about the position please call 208-824-5916.