



## **POSITION OVERVIEW: VISITOR EXPERIENCE SPECIALIST LEVEL I**

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The Visitor Experience Specialist (VES) Level 1 position is an entry level position in GCA's Retail Department and reports to the Park Store Manager. The primary purpose of this position is to ensure that every visitor receives world-class service in GCA Park Stores; to proactively sell products; and to recruit GCA Supporters. Park Stores are open every day of the year (including holidays) and hours vary from 8:00 a.m. to 8:00 p.m. Our summer season runs from approximately April 15 through October 15. Our winter season runs October 15 to April 15.

## **OVERVIEW AND PRIMARY RESPONSIBILITIES**

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Duties include, but are not limited to:

- Act as an ambassador for Grand Canyon and Grand Canyon Association by proactively greeting visitors, answering questions, and graciously providing information about the Park and GCA.
- Develop and maintain a broad knowledge of GCA products and proactively assist visitors with product selection and purchases with the goals of upselling whenever possible.
- Foster stewardship and inspire support for Grand Canyon by informing each visitor of GCA's membership and donation programs, and make it compelling and simple for them to become a member and/or donor. Meet or exceed sales and membership recruitment goals.
- Ensure Park Store floor is fully stocked, all store areas including the break-room and offices are clean, and products are merchandized according to GCA guidelines and specifications.
- Assist store management in ensuring register transactions are processed efficiently.
- Accurately process sales using a computerized cash register system; reconcile cash drawer.
- Follow GCA Retail Department Guidelines for maintaining professional and respectful communication with visitors, NPS, colleagues, vendors, etc.
- Support management in maintaining a high level of morale by helping to foster a positive workplace environment.
- Cross-train at the Association's Distribution Center (DC) to understand how product moves from the DC to the Park Stores.
- Attend NPS Ranger tours and GCA training programs when possible.
- Explain Grand Canyon National Park Junior Ranger program to visitors and swear in Junior Rangers who have completed the requirements.

## **MINIMUM QUALIFICATIONS**

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- 1 year customer service/retail experience.
- 1 year cash handling experience.

## **PREFERRED QUALIFICATIONS, SKILLS AND CHARACTERISTICS**

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- Passion for Grand Canyon National Park and the mission of GCA.
- Enthusiasm for driving sales and recruiting members.
- Ability and desire to consistently provide outstanding visitor service.
- Ability to work as a team player in a fast-paced environment.
- Ability to exercise good judgment.
- Ability and desire to effectively interact with visitors and colleagues, demonstrate enthusiasm, and maintain a positive attitude.
- Willingness to work a flexible schedule based on business needs, including evenings, weekends, and holidays in any of GCA's Park Stores.
- Working knowledge of, or ability to learn a computerized cash register and payroll system.
- The ability to promote and maintain a positive work environment.

## **WORKING CONDITIONS**

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- Standing for long periods of time, up to eight hours each day.
- Frequent, extended periods of repetitive hand motion required by operation of a computerized cash register system.
- Reaching and bending while cleaning and stocking.
- Lifting book boxes weighing as much as 40 lbs.; pushing carts of product weighing up to 100 lbs.
- Moving stock on hand trucks weighing up to 100 lbs. from delivery vans, in some cases over rough surfaces, stairs, or inclines, and through varying weather conditions.
- Ability to work at elevations in excess of 7,000-9,000 feet above sea level.
- Walking to restroom facilities located in buildings other than the Park Store.

## **TOTAL COMPENSATION**

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This is a Seasonal, non-benefit eligible, non-exempt position. Starting wage for this position is \$10.50 per hour. An RV is required for this position as housing is unavailable; full hook-up sites are available.

**Grand Canyon Association is an Equal Opportunity Employer**