



POSITION ANNOUNCEMENT: VISITOR EXPERIENCE SPECIALIST LEVEL I

Grand Canyon Conservancy (GCC) announces an exciting, one-of-a-kind opportunity for a Seasonal Visitor Experience Specialist Level I, to be a part of a dynamic Retail Team, providing excellent customer service for one of the most revered national treasures, Grand Canyon National Park. Founded in 1919, Grand Canyon National Park hosts over 6.4 million visitors annually and celebrates its Centennial in 2019.

Grand Canyon Conservancy is the nonprofit partner of Grand Canyon National Park, raising funds to enhance visitor experiences and conservation efforts in the park, operating eight retail shops featuring GCC publications, providing premier guided educational programs about the natural and cultural history of the region, and connecting people to the park through a base of more than 22,000 supporters.

VISITOR EXPERIENCE SPECIALIST LEVEL I

The Visitor Experience Specialist (VES) Level I position is an entry-level position in GCA's Retail Department and reports to the GCC Store Manager. The primary purpose of this position is to ensure that every visitor receives world-class service in GCC Retail Stores; to proactively sell products; and to recruit GCC Supporters. The GCC Retail 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 April through October. Our winter season runs October to April.

PRIMARY RESPONSIBILITIES

- Act as an ambassador for Grand Canyon and Grand Canyon Conservancy by proactively greeting visitors, answering questions, and graciously providing information about the Park and GCC
- Develop and maintain a broad knowledge of GCC 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 GCC's supporter and donation programs, and make it compelling and simple for them to become a supporter and donor
- Meet or exceed sales and supporter recruitment goals
- Ensure retail floor is fully stocked, all store areas including the break-room and offices are clean, and products are merchandised according to GCC 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 GCC Retail 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
- Attend NPS Ranger tours and GCC 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

- 1-year customer service/retail experience
- 1-year cash handling experience
- Willingness to work a flexible schedule based on business needs, including evenings, weekends, and holidays in any of GCC's Park Stores

PREFERRED QUALIFICATIONS, SKILLS, AND CHARACTERISTICS

- Passion for Grand Canyon National Park and the mission of GCC

- Enthusiasm for driving sales and recruiting supporters
- 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
- 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

- Standing for long periods, 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 more than 7,000-9,000 feet above sea level
- Walking to restroom facilities located in buildings other than the Park Store

TOTAL COMPENSATION

This is a Seasonal, non-benefit eligible, non-exempt position. Starting wage for this position is 11.00 per hour. An RV is required for this position as housing is unavailable; full hook-up sites are available.

TO APPLY

Please visit our website at: <https://www.grandcanyon.org/about-us/employment/>

We ask that you include a resume and cover letter with your application.

Grand Canyon Conservancy is an Equal Opportunity Employer