

SEQUOIA

PARKS CONSERVANCY

Park Store Manager

The Park Store Manager is responsible for the day-to-day operations, including merchandise sales and visitor interactions, in the Conservancy's bookstore(s) located in the visitor center(s) in Sequoia and Kings Canyon National Parks or at Lake Kaweah. The Park Store Manager oversees the hiring, training, motivation, and evaluation of the Park Store staff.

FLSA STATUS: Overtime Non-exempt
Department: Retail

EMPLOYMENT TYPE: Full-time/Year-round
Reports to: Retail Operations Director

ESSENTIAL DUTIES & RESPONSIBILITIES

- ◆ Oversee general operations of bookstore, including train, supervising and evaluating SPC bookstore staff.
- ◆ Ensure adequate inventory of merchandise. Transport boxes as needed.
- ◆ Review inventory and place inventory orders
- ◆ Receive inventory, ensure accuracy, and report order discrepancies to Warehouse Manager.
- ◆ Ensure inventory barcodes match computer barcodes.
- ◆ Perform physical inventories.
- ◆ Responsible for the accuracy of all money transactions including receipts, deposits, and change-bank funds.
- ◆ Prepare daily deposits for all retail and if applicable, Crystal Cave ticket sales.
- ◆ Maintain bookstore shelves and displays in a clean and orderly appearance.
- ◆ Communicate any problems immediately to the Retail Operations Director.
- ◆ Work in compliance with the Conservancy's Policies and Safety Program(s).
- ◆ Ensure staff complies with and follows all SPC policies and procedures.
- ◆ Abide by uniform and appearance requirements.
- ◆ Assist with cave ticket sales, when applicable.
- ◆ Expand personal knowledge of national parks, sales techniques and computer skills.
- ◆ Assist with SPC administrative duties, as needed

OTHER DUTIES

- ◆ Sell merchandise and run the counter as needed,
- ◆ Inform visitors about SPC mission, merchandise, programs, services and membership
- ◆ Assist NPS or other public land agency interpreters by working the information desk and answering phones to provide visitor information, as necessary.

REQUIREMENTS

- ◆ Being fully vaccinated against COVID-19 with proof of vaccination
- ◆ Basic knowledge and understanding of Sequoia and Kings Canyon National Parks
- ◆ Ability and willingness to promote SPC mission, programs, membership, merchandise, services and fundraising efforts.
- ◆ Computer skills on various programs including Google Suite program, word processing, and Excel.
- ◆ Basic bookkeeping and inventory skills.
- ◆ Experience with supervising, scheduling, performance evaluations and training staff in a busy workplace
- ◆ Basic understanding of topics related to the operation of the Conservancy including national parks and natural history
- ◆ Excellent communication, customer service, and interpersonal skills.
- ◆ Experience operating a computerized cash register and credit card authorization system, with experience with a POS system preferred
- ◆ Experience and ability to balance daily sales/cash reports.
- ◆ Ability to quickly learn new skills.
- ◆ Prior sales experience preferred

REQUIREMENTS continued

- ◆ Ability to work well with others and to work as part of a team.
- ◆ Willingness/ability to work weekends and holidays, as needed.
- ◆ Willingness to take on retail additional duties as needed or required.
- ◆ Valid Driver's license and clean driving record. Reliable transportation.
- ◆ Good math skills.
- ◆ Ability to stand on feet up to eight hours per day.
- ◆ Ability to lift and carry boxes weighing up to 40 pounds.
- ◆ Ability to load, move and unload a fully loaded hand truck 250 yards. (Applicants may be required to pass a pre-employment test demonstrating their ability to meet these requirements)

SUPERVISORY RESPONSIBILITIES

Supervises the Park Store Supervisors and Associates at their assigned location(s)

PHYSICAL DEMANDS

The Park Store Managers work primarily in a Visitor center setting and occasionally in outdoor settings. Visitor centers may be crowded and noisy. This position requires standing for up to eight hours per day and lifting and carrying boxes weighing up to 40 pounds.

REQUIRED TRAINING OR CERTIFICATIONS

First Aid

CPR

AED

Wilderness First Aid

WORK ENVIRONMENT

The work environment includes working and driving in early morning, daytime, evening and nighttime conditions, possible outdoor settings including favorable and inclement weather, varying air quality, and potential extreme temperatures.

Working in the parks exposes employees to unpredictable and potentially dangerous situations. Examples are rock fall, radon exposure in Crystal Cave, lightning, working at night, wildlife encounters (bees/wasps, black bears, etc.) or driving at night.

TOOLS/EQUIPMENT USED

Computerized cash register with POS system, hand truck, ten key calculators, NPS phone system, computer and tablets with Microsoft and Google products. Employee may also drive a company vehicle (if authorized). Employees may be required to drive personal vehicles for official business

GUIDELINES FOLLOWED

National Park Service regulations, SPC Employee Handbook, SPC Safety Program(s) and other handbooks and manuals as instructed.

EQUAL OPPORTUNITY EMPLOYER

SEQUOIA PARKS CONSERVANCY IS AN EQUAL OPPORTUNITY EMPLOYER Sequoia Parks Conservancy is an equal opportunity employer. We do not discriminate against any applicant based on race, religion, color, national origin, gender, sexual orientation, gender identity or expression, genetic information, age, disability, marital status, or veteran's status.