



Park Store Supervisor

The Park Store Supervisor assists with the daily operations at Sequoia Parks Conservancy (SPC) Visitor Center Store locations within Sequoia & Kings Canyon NP and USACE Kaweah Lake. This role is responsible for welcoming visitors from around the world, providing accurate information, connecting visitors to educational opportunities, and providing a quality retail experience. The Supervisor works with the retail team providing training, positive reinforcement, and direction, particularly in the Managers absence.

FLSA STATUS: Non-Exempt

Department: Retail

EMPLOYMENT TYPE: Full-time Seasonal

Reports To: Park Store Manager

ESSENTIAL DUTIES & RESPONSIBILITIES

- Assist in timely maintenance of record keeping including bear canisters, cash reports, cash deposits, condemned lists, packing slips with corrections, weekly orders, and annual inventory, etc.
- Assures all employees report to duty on time, well-groomed, and in proper uniform
- Assist with assigning tasks, conduct and behavior of staff while on duty, break schedule throughout the day and other team dynamics needed for a smooth and enjoyable operation.
- Assist in placing orders with strong attention to inventory, trending sales, and cost control.
- Assist with monthly safety meetings and inspections
- Assist all visitors with polite, professional, and immediate responses to selecting and availability of merchandise, problems, and complaints.
- Ensure that all work areas are neat, clean, and organized with strong attention to sanitation and safety.
- Attend to merchandising product lines, displays, and stocking throughout the day.
- Crystal Cave ticket sales as they become available.
- Learn and become proficient with Sequoia & Kings Canyon biodiversity, flora and fauna, assist NPS with the operation of visitor centers as needed, and teach staff about the natural world.

OTHER DUTIES

- May be required to assist with other Visitor Center functions as needed.
- Assist the SPC office with administrative duties when requested.

REQUIREMENTS

- Being fully vaccinated against COVID-19 with proof of vaccination
- Ability and willingness to promote SPC mission, programs, memberships, merchandise, products, and fundraising initiatives.
- Ability to implement rules, and train and motivate staff using a positive outlook.
- Excellent communication skills, written and verbal
- Ability to multi-task, learn new skills quickly, troubleshoot, and solve problems.
- Excellent customer service and employee relations skills.
- Retail abilities including accurate cash handling, ordering, employee training, salesmanship, and merchandising.
- Proficient with computers, point of sale, and electronic payment devices.
- Available to work and oversee all areas and shifts in a fast-paced environment, including holidays and weekends.
- Flexibility and willingness to take on additional duties as needed.
- Ability to drive and live in a remote setting, with various weather conditions and terrain.

QUALIFICATIONS AND EXPERIENCE

- High School Diploma or equivalent.
- One year of Retail, hospitality, or related supervisory experience.
- Valid Driver's License, clean driving record
- National Park Service, other public lands, conservancy, or related experience preferred

SUPERVISORY RESPONSIBILITIES

Assists Park Store Managers in supervising Park Store Associates

PHYSICAL DEMANDS

This position works 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.

WORK ENVIRONMENT

The work environment includes working and driving in the early morning, daytime, evening, and nighttime conditions, possible outdoor settings including favorable and inclement weather, varying air quality, and potentially high 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. Employees 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, 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 status.