



Theodore Roosevelt Nature & History Association

Employment Announcement

Organization: Theodore Roosevelt Nature & History Association

Location: Medora, ND

Position Title: Inventory and Media Associate

Status: Year Round

Reports to: Executive Director

Theodore Roosevelt Nature & History Association (TRNHA)

Theodore Roosevelt Nature and History Association, a nonprofit organization, exists to assist and support Theodore Roosevelt National Park, Knife River Indian Villages National Historic Site, and Upper Souris National Wildlife Refuge. Proceeds from our retail operations, memberships, and donations support the educational, interpretive, and scientific research programs to enhance the experience of park visitors.

Position Description

TRNHA seeks an enthusiastic, detail-oriented Inventory and Media Associate to assist with retail operations, communication, and development within all aspects of our organization. The Inventory and Media Associate will be responsible for managing Park Store inventory, online order processing, social media and webpage management, and other tasks as assigned.

Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Product Management Duties:

- Assisting with product operations by receiving delivery orders, unpacking and storing incoming goods, removing goods from shelves, affixing price labels and tags to merchandise.
- Aggressively solicits new interpretive products to be offered for sale at TRNHA sales areas inside the national park; acquires/reviews publications in conjunction with Association and National Park Service (NPS) Interpretive Products Committee.
- Work closely with the Executive Director and Merchandise Vendors to develop new educational and interpretive products to be sold within TRNHA's sales outlets.
- Closely monitors inventory levels of all interpretive products utilizing point-of-sale system data; identifies poorly selling items and makes recommendations for removal from inventory; determines appropriate quantities to order to ensure adequate stock yet prevent excess inventory levels; coordinates and ensures transfer of merchandise to individual locations.



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Customer Service Duties:

- Operating visitor center sales outlet by providing visitor information and performing sales transactions, opening/closing procedures and end of the day reports.
- Inventory and Media Associate will assist with all visitor center sales activities, staff supervision, displays, signage, and promotions within each sales outlet.
- Provides customer service in person or by telephone; provides information related to visitor center services, facilities, activities, locations, distances, merchandise, charges/fees, procedures, or other issues. You will also be asked to direct visitors to points of interest within park; provides information regarding programs of the Association and the National Parks Service (NPS);
- Perform regular site visits to outlying locations to insure the sales area is being maintained, shelves are stocked, staff is performing duties to meet TRNHA standards, and all needs are met.
- Promote TRNHA's mission through membership sales and education of park visitors. Prepare, assemble, and distribute products to support TRNHA's mission, including membership mailings

Media & Marketing Duties:

- Maintain TRNHA's online sales outlet by updating merchandise, processing orders, and maintaining records of all online, mail, and wholesale orders.
- Build and execute a social media strategy through competitive research, platform determination, benchmarking, messaging, and audience identification.
- Generate, edit, publish, and share daily content (original text, images, video, or HTML) that builds a meaningful connections and encourages community members to take action.
- Develop and update website content, assist the Executive Director in maintaining TRNHA's website.
- Edit and publish TRNHA's monthly e-newsletter.

Other Duties:

- Work with TRNHA and NPS Staff to plan and host special events, meetings, and activities. Including developing educational programs, flyers, and more.
- Assist with accounting duties including deposits, purchasing, and more as assigned by the Executive Director.



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Physical Demand

- Standing for long periods of time when working the guest service desk
- Reaching and bending while cleaning and stocking
- Lifting book boxes weighing as much as 40 lbs.; pushing carts of products weighing up to 150 lbs.
- Retail Support Manager may be asked to assist with events outdoors in extreme temperatures.

Basic Qualifications

- College Degree
- Attention to detail and strong organizational skills.
- Team player with excellent oral and written communication skills
- Ability to multi-task and work in a fast paced environment
- Money handling and accounting experience
- Experience using Microsoft office software
- An in-depth knowledge and understanding of Social Media platforms
- Experience with web and graphic design software
- Knowledge of customer service practices
- General knowledge of merchandising techniques
- Ability to work independently, with minimum supervision
- This position involves driving Theodore Roosevelt Nature & History Association vehicles, therefore applicants must hold and maintain a valid US driver's license, and maintain a favorable driving record for insurance purposes.

Compensation and Schedule

- Salary is dependent on experience
- Typical work hours will be 8:00 to 16:30 MT (However in certain situation you may be asked to work a variety of shifts)
- This position offers a 40 hour work week, **you will be required to work weekends during peak tourist season typically May through October.**

How to apply:

Interested applicants should complete an application at www.trnha.org/employment.htm

Applicants must submit a resume documenting their experience and qualifications. Application packets lacking a resume will not be considered.

If you have questions and would like more information on the position please contact Tracy Sexton at tracy_sexton@trnha.org or 701-623-4884

701-623-4884 ~ PO Box 167, Medora, ND 58645 ~ www.trnha.org