



Theodore Roosevelt Nature & History Association

Employment Announcement

Organization: Theodore Roosevelt Nature & History Association (TRNHA)

Location: Medora, ND

Position Title: Retail Sales and Media Coordinator

Status: Year-Round (tentative start date in March/April)

Reports to: Executive Director

Mission Statement

Providing support, services, and educational merchandise to enhance visitor experience and enjoyment through historical, scientific, and educational activities in Theodore Roosevelt National Park and Knife River Indian Villages National Historic Site.

Position Description

TRNHA seeks an enthusiastic, detail-oriented Retail Sales and Media Coordinator to assist with retail operations, communication, and development within all aspects of our organization. This employee will be responsible for inventory, social media, and webpage management. In the busy summer season this employee will assist with park store operations including receiving merchandise, selling merchandise, providing park information, and answering visitor questions.

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.

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 connection and encourages community members to get involved in TRNHA's mission.
- Develop and update website content, maintain TRNHA's website.
- Edit and publish TRNHA's monthly e-newsletter.

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.

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



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- Retail Sales and Media Coordinator 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.

Product Management Duties:

- Assist with store operations by receiving merchandise, unpacking and storing incoming goods, removing goods from shelves, affixing price labels and tags to merchandise.
- 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.

Other Duties:

- 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.
- Work with TRNHA and NPS Staff to plan and host special events, meetings, and activities. Including developing educational programs, flyers, and more.

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 Sales and Media Coordinator may be asked to assist with events outdoors in extreme temperatures.



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Basic Qualifications

- 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 experience
- Experience using Microsoft office software
- Knowledge and understanding of Social Media platforms
- Experience with web and graphic design software
- Knowledge of customer service practices
- 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

- Starting Wages: \$20.72/hour
- Benefits: Vacation and Sick Leave, TRNHA's pays ½ health insurance premium, Simple IRA, Paid Holidays, Yearly Vision Stipend, Training Opportunities
- 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.

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