



Theodore Roosevelt Nature & History Association

Employment Announcement

Organization: Theodore Roosevelt Nature & History Association (TRNHA)

Location: Medora, ND

Position Title: Social Media and Retail Assistant

Status: Seasonal (April/May through September/October)

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 Social Media and Retail Assistant to assist with retail operations, communication, and development within all aspects of our organization. The Social Media and Retail Assistant will be responsible for creating consistent and meaningful social media content that promotes the mission of TRNHA and our park partners. 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:

- Using social media marketing tools to create and maintain the company's brand
- Creating consistent, meaningful content on all social media platforms, including writing and editing social media posts, improving customer engagement, and promoting social media campaigns.
- Interact with users and respond to social media messages, inquiries, and comments.
- Assist in the creation and editing of written, video, and photo content
- Assist with TRNHA's online sales outlet by updating merchandise, processing orders, and maintaining records of all online, mail, and wholesale orders.
- Assist with creating TRNHA's monthly e-newsletter.



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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.
- Retail and Media Assistant will assist with all visitor center sales activities including 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);

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.

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 and activities.

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.
- May be asked to assist with events outdoors in extreme temperatures.

Basic Qualifications

- Knowledge and understanding of Social Media platforms
- 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



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- Experience using Microsoft office software
- 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

- Wages – \$18/hour
- Benefits: Simple IRA, Paid Holidays,
- 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