



# Theodore Roosevelt Nature & History Association

## Employment Opportunity

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### Visitor Service Clerk

*TRNHA is seeking to fill a full-time seasonal position as a Visitor Service Clerk. This position is an excellent opportunity for someone who is independent, has strong social skills, and is well-organized. The incumbent will have continuing contact with park visitors and National Park Service (NPS) employees.*

**JOB TITLE:** Visitor Service Clerk

**JOB PURPOSE:** The visitor service clerk will be responsible for operating bookstores, managing inventory, maintaining TRNHA funds, and interpreting the National Park. The position reports to the Executive Director and will operate bookstores at the Painted Canyon and South Unit Visitor centers of Theodore Roosevelt National Park.

**EMPLOYER:** Theodore Roosevelt Nature and History Association (TRNHA)

**SALARY:** \$13.55 per hour

**POSITION DESCRIPTION:** Seasonal Full Time Employee (40hr/wk)

**EMPLOYMENT DATE:** August 2017 through October 2017

**WORK SCHEDULE:** 8:15 to 4:45 (Thursday through Monday)

**LOCATION OF EMPLOYMENT:**

Painted Canyon Visitor Center, Theodore Roosevelt National Park

**MINIMUM AGE REQUIREMENT:** All applicants must be at least 18 years of age.

### EDUCATION REQUIREMENTS

High School Graduate

### SUPERVISION

The Visitor Service Clerk is under the direct supervision of the Executive Director of TRNHA. The majority of tasks are recurring and routine. The incumbent is expected to carry out these duties on an independent basis subject to spot check. Incumbent will have continuing contact with park visitors and NPS personnel.

**TRAVEL REQUIREMENTS:** Applicants must have personal transportation in order to travel to and from their assigned work station. Visitor Service Clerk will be asked to use their personal vehicle from time to time to transport inventory. (Mileage may be reimbursed if travel is not to your assigned duty station.)

**HOUSING:** TRNHA does not provide housing for employees, however the National Park Service may choose to make housing available for TRNHA employees to rent. Please ask about availability during interview process.

**JOB DUTIES:**



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### **Bookstore Inventory and Operations**

- Maintain TRNHA's bookstore inventory and notify the Operations Assistant of any merchandise needs. The visitor service clerk will also conduct a monthly inventory of all merchandise on hand.
- Keeps the TRNHA sales areas stocked, organized, and clean.
- Set up advertising displays and arranges merchandise to promote sales
- Insures all merchandise is priced and displayed for purchasing.
- Completes sale transactions with the cash register, accepting payment and making change.
- Prepares records of sales at end of shift.
- Offers assistance to NPS seasonal personnel on TRNHA cash register procedures, policies, and reports to the Executive Director any improper handling of TRNHA funds.

### **Membership Sales & Promotions**

- Explains and promotes TRNHA membership program to park visitors.
- Sells memberships insuring that the all visitor information is entered correctly.
- Assist the Operations Manager in processing and maintaining records of online, mail, and store membership purchases and donations.

### **Public Relations**

- Work with partners, community, and others to promote TRNHA programs.
- Assist the Executive Director with website and social media updates, maintenance, and changes.
- Provides accurate and helpful information about the park, the area, and the Association to visitors.
- Prepares and presents interpretive programs about Theodore Roosevelt's Maltese Cabin and Theodore Roosevelt National Park.
- Operates a base station radio and reports to the NPS on weather conditions, emergencies, and unusual situations.



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### Other Duties

- Assist the Executive Director in finding new merchandise to be carried in the bookstores.
- Provides feedback and takes the initiative to improve Association operations.
- Assist the director in the hosting of special events, meetings, and activities.

**REQUIRED EXPERIENCE:** Successful applicants must possess the following skills

### Retail Operations

- Retail sales operating procedures including proper money handling procedures
- Knowledge of customer service practices.
- Knowledge of cash register operations and procedures.
- Personal vehicle to travel to and from the Painted Canyon visitor center

### Area Knowledge

- A basic knowledge of the National Park Service and Cooperating Associations.
- Knowledge of Theodore Roosevelt National Park, North Dakota, and the surrounding areas.

### Communication & Personal Skills

- Ability to work independently, with minimum supervision
- Ability to function in a team environment, with minimum supervision.
- Attention to detail and strong organizational ability.
- Ability to communicate orally in order to provide general information to park visitors in an understandable pleasant manner and to handle routine problems.



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#### **PHYSICAL DEMAND:**

- Visitor Service Clerk will be asked to stand for long periods of time when working the guest service desk and cash register.
- Reaching and bending while cleaning and stocking
- Lifting book boxes weighing as much as 40 lbs.; pushing carts of product weighing up to 100 lbs.
- Transporting stock to and from delivery vehicles in some cases on rough surfaces, stairs, or inclines.
- Visitor Service Clerk may be asked to assist with events outdoors in extreme temperatures.

#### **ALL INTERESTED APPLICANTS MUST SUBMIT:**

- Resume
- TRNHA Application

**SUBMITTING YOUR APPLICATION:** All applications can be submitted to Tracy Sexton by e-mail at [tracy\\_sexton@trnha.org](mailto:tracy_sexton@trnha.org) or by mail at PO Box 167, Medora, ND, 58645