



## Sales and Visitor Information Assistant

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**Position Type:** Seasonal, Full-time Mid-May through Oct. 7th

**Locations:** Steel Visitor Center, Rim Visitor Center - Crater Lake National Park, Crater Lake, OR

Sales and Visitor Information Assistants are instrumental in creating a welcoming and meaningful experience for visitors to Crater Lake National Park. This role is responsible for orienting visitors to the park and connecting them with accurate information, educational opportunities, and a quality retail experience. Sales and Visitor Information Assistants work as a team alongside National Park Rangers, in a fast-paced environment.

### **About the Job**

Sales and Visitor Information Assistants provide park information, area information, sell merchandise, stock shelves, and ensure that the visitor has the best experience possible. In addition to supporting general store operations, you will be responsible for maintaining positive, productive relationships with our National Park partners.

### **Responsibilities:**

- Welcome visitors to Crater Lake National Park
- Support day-to-day retail store operations.
- Support day-to-day Village Post Office operations.
- Provides excellent visitor and customer service
- Complete sales transactions.
- Troubleshoot occasional technical issues.
- Assists with store duties such as inventory, receiving, stocking, cleaning, organizing, and merchandising.
- Responsible for clean and effective merchandising of products.
- Become an expert in the educational value of store products and be able to communicate the significance to store visitors.
- Assist with special events, such as Ride The Rim, or other seasonal events as requested.
- Act as an ambassador of CLNHA and the NPS to ensure park visitors have meaningful and memorable experiences.
- Maintain and ensure punctuality and a professional appearance.
- Assist with daily inventory pulling, receiving, stocking, pricing and other inventory management duties at the storage facility when needed.

### **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 50 lbs.; pushing carts of products weighing up to 150 lbs.

### **Qualifications & Experience:**

- Money handling experience is a plus, but not required.
- Ability to work independently, with minimum supervision.
- Ability to function in a team environment.
- Ability to communicate orally to provide general information to park visitors in an understandable pleasant manner and to handle routine problems.
- Attention to detail and strong organizational skills.



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- Applicants must possess a valid U.S. driver's license, and provide proof of liability insurance at a minimum of 100,000.00 coverage. They must also have a reliable source of transportation.

### **Compensation and Schedule:**

- \$16.50 an hour
- Full or partial RV hookups available at a company owned employee only campground just 15 miles from the Warehouse for \$100/month utility charge.
- Limited company owned housing may be available for a small monthly fee.
- Commuter mileage reimbursement may be available if applicable.
- Full-time Employees will work four 10 hour shifts a week between the hours of 7:00 am and 6:30 pm with three day weekends.
- Part-time Employees will work three to four days a week between the hours of 12:00 to 6:00

### **How to apply:**

Interested applicants should complete an application at <https://www.craterlakeoregon.org/contact.asp> and email it to [apply@craterlakeoregon.org](mailto:apply@craterlakeoregon.org)

If you have questions and would like more information on the position, please contact us at [apply@craterlakeoregon.org](mailto:apply@craterlakeoregon.org)