

Sales and Visitor Information Assistant

Position Type: Seasonal

Locations: Illinois Valley Visitor Center 201 Caves Highway and Oregon Caves Visitor Center -

Sales and Visitor Information Assistants are instrumental in creating a welcoming and meaningful experience for visitors to Oregon Caves NM&P. 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 Oregon Caves NM&P.
- Support day-to-day retail store operations.
- Provides excellent visitor and customer service.
- Complete sales transactions of tour tickets, park passes, memberships and merchandise.
- 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 park events as requested.
- Act as an ambassador of NHA 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 when needed.

Physical Demand:

- Standing for long periods of time when working the guest service desk
- Reaching and bending while cleaning and stocking
- Lifting products 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.



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- Attention to detail and strong organizational skills.
- Applicants must possess a valid U.S. driver's license, a reliable source of transportation and provide proof of liability insurance at a minimum of 100,000.00 coverage. As well as the ability to pass a federal background check.

Compensation and Schedule:

- \$18.00 an hour
- Commuter mileage reimbursement may be available if applicable.
- Full-time Employees will work five 8 hour shifts a week between the hours of 8:00am and 4:30pm at the Illinois Valley Visitor Center. Or 9:00am and 5:30pm at the Oregon Caves Visitor Center.

How to apply:

Interested applicants should complete an application at

<https://www.craterlakeoregon.org/contact.asp> and email it to apply@craterlakeoregon.org

If you have questions and would like more information on the position, please contact us at apply@craterlakeoregon.org