



## Sales and Visitor Information Assistant

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**Position Type:** Seasonal, Full-time Mid-May through Oct. 7th, some positions go through the first Sunday in November.

**Locations:** Oregon Caves Visitor Center, 21,000 Caves Hwy. Cave Junction, OR 97523  
Illinois Valley Visitor Center, 201 Caves Hwy. Cave Junction, OR 97523

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, screen visitors for the deadly fungal disease White-Nose Syndrome affecting bat populations in North America, provide a Cave Safety briefing, sell cave tour tickets, schedule tours, provide area information, sell merchandise, stock shelves, act as a first contact during park emergencies, 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 the Oregon Caves National Monument & Preserve
- Support day-to-day retail store operations.
- Support day-to-day tour 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 as requested.
- Act as an ambassador of OCNHA and the NPS to ensure park visitors have meaningful and memorable experiences.
- Maintain and ensure punctuality and a professional appearance.

### 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.
- Complete and pass a federal background investigation for park fee collection.
- Ability to work independently, with minimum supervision.
- Ability to function in a team environment.



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- 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.
- 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 an hour
- Commuter mileage reimbursement available.
- Employees will work between the hours of 8:00 am and 5:30 pm.

### **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 Ashley Larson at [ashley@craterlakeoregon.org](mailto:ashley@craterlakeoregon.org) or at 541-592-5125