

ROCKY MOUNTAIN CONSERVANCY POSITION DESCRIPTION

JOB OVERVIEW

Position Title: Clerk

Reports To: On-Site Retail Coordinator

Department: Retail

Position Type: Non-Exempt – Seasonal

Compensation and Benefits: \$14.50/hr. - \$15.00/hr.

- Part-Time and/or Seasonal employees will accumulate sick time at the rate of 1 hour per 30 hours worked, up to 48 hours in a year. Unused sick hours currently are carried over from year to year up to 48 hours so they can be accumulated and used when needed. Employees will not accrue additional sick time until the balance falls below 48 hours.
- No Benefits plan available

Potential for Advancement: Yes

JOB DESCRIPTION

This position is responsible for operating Retail Sales Visitor Centers stores managed by the Rocky Mountain Conservancy and assisting assigned Rocky Mountain National Park staff in providing information to the public.

Essential Duties/Responsibilities

1. Conducts computerized retail transactions in an accurate, efficient and friendly manner in accordance with policies and procedures.
2. Handles sales of merchandise using computerized point-of-sale equipment.
3. Conducts cash and credit transactions.
4. Remits daily proceeds as needed.
5. Maintains a clean and inviting retail sales area.
6. Answers questions and provides information to the public about the Rocky Mountain Conservancy mission, programs, activities, products and locations.

Other Duties/Responsibilities

1. Assists Rocky Mountain National Park staff as directed by answering questions from the public and distributing approved verbal or printed information.
2. Provides relief when Rocky Mountain National Park staff is on a break or otherwise engaged.
3. May occasionally, as needed, be asked to perform Door Monitor duties to include:
 - a. Keeps track of the total number of people in the Visitor Center to ensure that no more than the limited number are inside at a time.
 - b. Asks visitors to wait to enter the building when the capacity limit is reached.
 - c. Helps customers to maintain social distancing in the line to enter the visitor center

- d. Counts the total number of visitors entering the building over the course of the day
- e. Refers visitors to the Rangers in front of the building for park information
- f. Regularly cleans the monitor table, plexiglass, and other surfaces at the entrance as necessary
- g. Provides coverage at the store while the clerk is at a lunch break
- h. Organizing nearby merchandise when possible
- i. Organizing the store at the end of the day
- j. Depending on the visitor center, the door monitor may also give out RMNP newspapers, passport stamp stickers, and/or park entry information
- k. Other duties as needed.

Supervisory Duties

None.

Job Qualifications

Knowledge, Skill and Ability

This position requires the ability to effectively manage the assets of the retail location including proceeds of retail transactions, cash change reserves, and the merchandise and equipment used in the retail operation.

1. Ability and desire to consistently provide customer and visitor service.
2. Proven ability to work well with others and maintain a positive work environment required.
3. Knowledge in the fields of local natural and cultural history is desirable.
4. Knowledge of public land-managing agency policies, procedures and communication methods is desirable.

Requirement

Must be fully vaccinated against Covid-19 and show proof of vaccination status upon hire.

Computer Skills

Ability to learn new computer programs. Experience with computerized retail sales preferred.

Education or Formal Training

High-school diploma or GED required.

Experience

1. Cash-handling experience required.
2. Customer service experience required.
3. Experience in marketing or sales is desirable.

Material and Equipment Directly Used

The position requires the use of computerized equipment, telephones and other typical office equipment.

Working Environment/Physical Activities

Significant amount of interaction with park visitors of all ages required. May be directed, when necessary, to assist in the operation of the visitor center in case of emergency. Some weekend, Holiday and evening hours may be required, as well as off-site engagements at times. Facility management tasks include light cleaning, organizing and maintaining merchandise in an appealing manner. Standing for up to 8 hours and lifting up to 50 lbs.

NOTE: THIS JOB DESCRIPTION IS NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL DUTIES, RESPONSIBILITIES OR QUALIFICATIONS ASSOCIATED WITH THE JOB.