

ROCKY MOUNTAIN CONSERVANCY POSITION DESCRIPTION

JOB OVERVIEW

Position Title: Estes Park Visitor Center Retail Clerk

Reports To: Retail Coordinator

Department: Retail

Position Type: Non-Exempt – Full Time – 40 hours per week

Compensation and Benefits: \$19.00/hr. - \$19.50/hr.

- Benefits plan available. This includes, but is not limited to Medical, Vision, Dental, Short-Term Disability, 401k after 1-year, paid Holidays as well as sick and vacation hour accruals.
- No Park-Housing available.

Potential for Advancement: Yes

JOB DESCRIPTION

This position is responsible for operating the retail store managed by the Rocky Mountain Conservancy within the Town of Estes Park Visitor Center and assisting assigned Town of Estes 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 Town of Estes Park staff as directed by answering questions from the public and distributing approved verbal or printed information when Town of Estes Park is otherwise engaged.
2. Provides relief when Town of Estes Park staff are on a break or otherwise engaged.
3. Assists warehouse staff with restocking store merchandise, when needed.
4. 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. A knowledge of public land-managing agency policies, procedures and communication methods is desirable.

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

A significant amount of interaction with town visitors of all ages is required. May be directed, when necessary, to assist in the operation of the visitor center in case of emergency. 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.