



### **Position Announcement: Zion Canyon Retail Manager, Zion National Park**

The Zion Natl Park Forever Project (ZFP), at Zion National Park, a 501©(3) nonprofit organization, is seeking qualified candidates for the position of full-time Retail Manager of the two park stores located inside the park. ZFP is Zion National Park's official nonprofit partner, raising private funds through high quality, interpretive retail sales and philanthropy efforts which directly benefit the park. Operations are open 7 days a week, including holidays, with varying work schedules. This position works closely with both Director and Assistant Director of Retail.

### **Position Description:**

Retail Manager works in collaboration with ZFP Director of Operations and Assistant Director of Retail to maximize retail opportunities, provide visitor information and outstanding customer service. This is a leadership position, responsible for communicating and achieving sales goals and fundraising objectives. Position requires maintaining a positive team environment, even in a stressful and fast paced environment. Position must be professional in appearance and demeanor with the necessary problem solving skills and advanced computer literacy to ensure smooth operations. Position requires a flexible schedule, to handle unexpected personnel changes.

### **Primary Responsibilities:**

Duties vary with the workload, and could include, but are not limited to, the tasks listed below.

- Responsible for oversight and day to day operations of Zion Canyon park stores.
- Serves as primary point of contact for front line staff and retail management team.
- Possess excellent team leader and customer service skills.
- Sets the standard to facilitate a positive work environment, at all times.
- Executes product display updates using knowledge of current trends and store signage to promote merchandise, organization mission and Z brand philanthropy.
- Create weekly front-line staff schedule.
- Effectively supervise, train and motivate personnel.
- Responsible for accurate safe and register counts and daily accounting reports as required.
- Develop or improve upon daily processes, quality control checks and reports needed to ensure efficiency and smooth daily operational requirements.
- Promote positive interaction of front-line staff and visitors with welcome greeting and capacity to inform guests about merchandise or other general park questions.
- Ensure accurate product transfers as needed and complete price and inventory updates.
- Identify and troubleshoot technical, inventory or accounting issues.
- Keep sales area clean, organized and stocked with appropriate merchandise and displays.

### **Preferred Qualifications, Skills and Characteristics:**

- Excellent organization, project planning and time management skills with attention to detail.
- Supervisory role, minimum of two years' experience required.
- Resourcefulness, creativity, adaptability, and flexibility required.

- Ability to work with minimal supervision and as part of a team of highly enthusiastic, dedicated people focused on the vital work of our organization.
- Effective collaboration track record.
- Computer point-of-sale software and hardware experience.
- A positive solution driven attitude and excellent interpersonal communication skills required.
- Possess need to provide superior customer service at all times.
- Above average math skills and the ability to operate electronic devices such as computerized cash registers, computers, calculators, etc.
- Proficient Microsoft Office, Excel and other relevant computer programs.
- Ability to be flexible in work situations and adapt to varied work assignments.
- Zion Forever Project and NPS policies and procedures willingly adhered too.
- Ability to maintain confidential organization and staff information required.

**Working Conditions:**

Ability to stand for extended periods, working for long hours with computers and repetitive motions.

Job duties environment is fast paced, demanding, and requires a lot of attention to detail.

Flexibility to work weekends, holidays or as needed.

Ability to lift product boxes of up to 40 lbs.

Must possess a valid driver's license and have reliable transportation.

**Total Compensation:** This is a full-time, benefit-eligible position located inside Zion National Park. Salary is commensurate with experience. ZFP provides a comprehensive benefits package. Following a 90-day introductory period, you will be eligible for a broad array of benefits including vacation and holiday pay, sick leave, employer-supplemented health benefit package including medical, dental, vision and health savings account (HSA) plan, long-term disability, life insurance and a 401(a) retirement plan.

**Application Process:** Well qualified applicants should send a resume and compelling letter of introduction describing your suitability for the position and employment application to Jill Burt, Director of Operations at [jill.burt@zionpark.org](mailto:jill.burt@zionpark.org). Employment application available at: [zionpark.org](http://zionpark.org).

Zion Forever Project is an Equal Opportunity Employer.