



RETAIL MANAGER (ZION VC)

Position Type: Regular Full Time (exempt)

Reports to: Senior Retail Manager

Location: Zion National Park Visitor Center

Under the direction of the Senior Retail Manager, the Retail Manager works to maximize retail opportunities while providing outstanding customer service and accurate information to park visitors. This position is responsible for supporting the Senior Manager in leading store operations to achieve sales goals and fundraising objectives. This role requires maintaining a positive team atmosphere, even in a stressful and fast paced environment. This position must have a professional appearance and demeanor with the necessary problem solving skills and advanced computer literacy to ensure smooth operations. The ideal candidate will be flexible and adaptable, adjusting easily to unplanned situations, such as unexpected personnel changes.

WHO WE ARE

Zion National Park Forever Project (ZFP), a leader in non-profit public lands partnerships, believes that our employees are our greatest strength. As such, we are seeking a full time Retail Manager that is committed to our mission as the non-profit partner of Zion National Park, Cedar Breaks, and Pipe Spring National Monuments and providing our staff members with an exceptional brand experience. From the moment of hire, we want our employees to engage in the mission of ZFP and to understand the value of the contribution that each person makes to this important work.

The Forever Project's headquarters are in Zion National Park. The Retail Manager position will be based in the Zion National Park Visitor Center.

WHAT YOU'LL DO:

The Retail Manager will be responsible for the following:

Leads:

- Responsible for daily operations in the Zion Visitor Center in the absence of the Senior Manager.
- Serves as a point of contact for front line staff and Zion VC leadership.
- Ensures consistency in display updates as communicated by the Senior Retail Manager.
- Responsible for accurate safe and register counts and daily accounting reports as required.
- Execute 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.
- Educate guests about merchandise or other park-related questions as directed by NPS.
- Maintain a clean sales area, organized and stocked with appropriate merchandise and displays.
- Identify and troubleshoot technical issues.

Supports:

- Provides feedback to the Senior Manager on processes, general store operations, and branding opportunities or needs.
- Communicates with NPS staff as needed to ensure smooth operations.
- Assists with fundraising or special events as needed.
- Supports the Senior Manager in training of personnel, and other delegated tasks as needed.
- Supports the management of progressive discipline with a high level of empathy and compassion for the individual.

KEYS TO SUCCESS (THE MUST-HAVES)

To be successful in this job, you will excel in these areas:

Hard skills:

- Minimum 2 years of supervisory experience in a high volume retail setting required.
- Computer point-of-sale software and hardware experience required.
- Above average math skills and the ability to operate electronic devices such as computerized cash registers, computers, calculators, etc.
- Proficient in Microsoft Office, Excel and other relevant computer programs.
- Ability to stand for extended periods and repetitive motions.
- Capability of working long hours in variable temperatures.
- Ability to lift product boxes of up to 40 lbs.

Soft skills:

- Committed to continual learning and teaching, to the ZFP mission, and to advancing a culture of inclusion in the organization and in Zion.
- Excellent organization, project planning, and time management skills with attention to detail.
- Ability to be flexible in work situations and adapt to varied work assignments.
- Ability to maintain confidential organization and staff information.
- A positive solution driven attitude and excellent interpersonal communication skills required.
- Possess need to provide superior customer service at all times.
- High capacity for creativity, resourcefulness, and collaboration.
- Ability to work with minimal supervision and lead a team of highly enthusiastic, dedicated people focused on the vital work of our organization.

WHAT ELSE YOU SHOULD KNOW

Zion Forever is an equal opportunity employer. We value diversity among our staff members, and we encourage people of all backgrounds to apply to join our team.

This is a full-time, exempt, benefit-eligible position located in southern Utah. Work will be based in Zion National Park most days. This position must be flexible to work weekends and holidays. Housing is NOT available.

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 benefits package including medical, dental, vision, and health savings account (HSA) plan, long-term disability, and life insurance, a 401(a) retirement plan, discounts in our park stores, and an America the Beautiful National Park pass.

HOW TO APPLY

Well-qualified applicants should send a resume and compelling letter of introduction describing your suitability for the position to Elizabeth Fiala, HR Manager, Zion Forever Project, at **elizabeth.fiala@zionpark.org**. For questions, contact Elizabeth Fiala or Savannah Dunn at savannah.dunn@zionpark.org