



## RETAIL SHIFT SUPERVISOR (ZION VC)

**Position Type:** Regular Full Time (non-exempt)

**Reports to:** Senior Retail Manager

**Location:** Zion National Park Visitor Center

Under the direction of the Retail Manager, the Retail Shift Supervisor works to maximize retail opportunities while providing accurate information and outstanding customer service to park visitors. Position requires maintaining a positive attitude in a team environment. Ideal candidate must be professional in appearance and demeanor with the necessary dependability, problem-solving skills, and retail literacy to ensure smooth operations. This is a year-round position requiring 40 hours per week with varying schedules and the availability to work weekends and holidays as needed.

### 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 Retail Shift Supervisor that is committed to our mission as the non-profit partner of Zion National Park, Cedar Breaks and Pipe Spring National Monuments, and the US Forest Service 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 Shift Supervisor position will be based in the Zion National Park Visitor Center.

### WHAT YOU'LL DO:

The Shift Supervisor will be responsible for the following:

#### STORE OPERATIONS - 60%

- Develop an understanding of our unique relationship with our National Park Service partners and our mission to provide service to them.
- Works with Store Managers and front-line Ambassadors in planning store inventory needs and makes recommendations to help implement new approaches, procedures and improvements.
- Responsible for daily operation decisions, change requests, and basic customer service resolution in the absence of store managers.
- Understanding of computerized cash register to complete point of sale transactions quickly and accurately, inventory updates and retail sales.

- Responsible for store operations in the absence of the Senior Manager, leading shifts by directing staff, making operational decisions, and other duties required to maintain retail operations at a high level.
- Assist with unpacking of products, storing, stocking, price check and labeling of merchandise daily while helping to maintain a clean, organized sales and back storage area.
- Remove and record cash deposits and other receipts securely placing in appropriate safe.
- Assist Directors and Managers to effectively maintain quality displays and store signage.

### **TEAM LEADERSHIP - 40%**

- Provides feedback to leadership on processes, general store operations, and branding opportunities or needs.
- Be an integral part of the ZFP team and participate in meetings as necessary.
- In collaboration with other Shift Supervisors and the Retail Manager, ensure appropriate staffing levels by acting as a decision maker in the hiring process for frontline staff.
- Administer disciplinary action to frontline staff as necessary.
- Helps set the standard to facilitate a positive and motivating work environment.
- Special attention to detail, ensuring ZFP policies and procedures are maintained.
- Promote cheerful interaction of front-line Ambassadors and park visitors with welcome greeting and capacity to inform guests about merchandise or other general park questions.
- Inspire our visitors and other ambassadors to form a lasting connection to our park through retail and philanthropy.
- Lead and train Sales Ambassadors on soliciting visitor donations in accordance with the ZFP donation program.
- Assists with fundraising or special events as needed.
- Supports the leadership team in training of frontline staff.

### **KEYS TO SUCCESS (THE MUST-HAVES)**

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

#### **Hard skills:**

- Minimum 1-2 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 the ability 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, and we encourage people of all backgrounds to apply to join our team.

This is a full-time, non-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.

Starting salary for this role is \$24.89 per hour. 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](mailto:elizabeth.fiala@zionpark.org).