



YOSEMITE
CONSERVANCY

Director of Wilderness Operations

Position type: Full-time, Exempt

Reports to: Chief of Yosemite Operations

Location: Yosemite Valley / Yosemite National Park

The Director of Wilderness Operations is responsible for overseeing all aspects of the wilderness permit reservation system that the Conservancy manages on behalf of Yosemite National Park. Fielding over 200,000 reservation requests annually requires someone with a keen sense of efficiency, an alacrity with technology, and the ability to manage a staff of reservation assistants to their maximum potential. This role partners directly with NPS Wilderness managers and staff to ensure the wilderness permit program offers the highest level of customer service and care along with sound wilderness trip planning guidance. This includes a working knowledge of Yosemite Wilderness and Wilderness Regulations. This position also oversees all operations for the Ostrander Ski Hut and the Bear Cannister Rental Program. The Director of Wilderness Operations is responsible for departmental budgeting, planning, hiring, training, and managing of up to 7 staff, all IT (Information Technology) and reservation systems, as well as metric and fee reporting for these operations. This position is based out of the Yosemite Valley Wilderness Center.

Who We Are

We are passionate about Yosemite — and about helping all people connect with, learn about, and take care of the park. As a member of the Conservancy team, you will be making a difference for Yosemite every day. We work together to provide enriching visitor programs and services, and to support projects that protect wildlife, restore trails and habitat, advance scientific research, inspire visitors, and much more.

What You will Do

The Director of Wilderness Operations reports to the Chief of Yosemite Operations and is responsible for the following:

- Assist with annual planning and budgeting for Wilderness Programs.
- Operate and make improvements to Recreation.gov Wilderness Permitting System.
- Hire, train and manage staff, prepare staffing schedules, perform employee evaluations.
- Ensure all staff can provide top-tier wilderness permit reservation information to visitors.
- Orchestrate all required paperwork for staff access to government computer usage.
- Host/attend seasonal meetings and trainings.
- Organize the seasonal opening and closing of the Valley Wilderness Center and Reservation Office.
- Manage the clerical duties associated with the daily operation of the Wilderness Permit Reservation System and the Wilderness Center, including public contact, answering telephones and written correspondence and POS troubleshooting.
- Provide information and seasonal updates for the website in coordination with marketing.
- Create a budget for Ostrander Ski Hut.
- Maintain and improve the Online Ostrander Hut Reservation System (Flybook).
- Onboard and terminate seasonal Hut Keepers.
- Orchestrate mule packing for all supplies, firewood, and propane.



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- Work with the following NPS partners to assure proper maintenance and operation of the hut- Historic Preservation, Backcountry Utilities, Wilderness Management and Badger Pass Ranger Station.
- Oversee Bear Cannister inventory and rental agreement system in park-wide locations.
- Revise Bear Canister Rental Agreement Forms and Canister Procedures Documents.
- Personally understand and train YC and NPS staff in Retail Pro point of sales system.
- Coordinate with NPS Bear Canister Seasonal Employee to create monthly and end of season reports.
- Maintain cannister inventory. Charge and file appropriate paperwork for overdue, lost, and late canisters.

Who You Are / Keys to Success (the must-haves)

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

Hard skills:

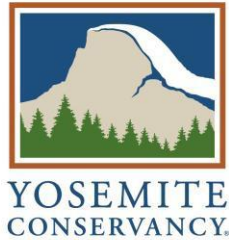
- Demonstrated ability to implement a range of operations and logistics.
- Strong office administration, computer skills, and ability to work with new software and technology.
- Strong working knowledge of Yosemite National Park Wilderness and Wilderness Regulations including trails, routes, and travel.
- Strong computer skills and high comfort with technology with the ability to master Recreation.gov, Retail Pro and Microsoft Access.
- Valid Driver's license

Soft skills:

- Commitment to the mission, values, goals, and success of the Yosemite Conservancy and to advancing a culture of inclusion in the organization and in Yosemite.
- Ability to work independently and in a group setting.
- Excellent communication and relationship skills with a variety of internal and external stakeholders.
- Work in an organized manner and have good multitasking and analytical skills, including a penchant for highly detailed processes.
- Ability to defuse difficult situations with a calm, empathetic demeanor while also creating an environment where dissatisfied visitors or employees feel heard and supported.
- Collaborative, creative, and flexible with a sense of humor.
- Able to prioritize and act quickly and thoughtfully on the myriad of logistical challenges that are endemic to working in Yosemite National Park.
- Highly independent, self-starter who displays initiative in taking on new projects.
- Creative thinker and open-minded problem solver with a calm and flexible demeanor.
- A genuine care and love of wilderness and the desire to share this joy with others.

The following are plusses, but not requirements:

- H.S. diploma required/college degree preferred.
- At least one year of related operations experience.



Working Conditions

- Primarily desk-/computer-based, with regular meetings (in person, or via video or phone).
- Meeting and collaborating with a variety of NPS and Yosemite Conservancy employees.
- Lift, carry, and position objects weighing up to 30 pounds when moving supplies.

What Else You Should Know

We value diversity among our staff just as we value it among park visitors. As such, Yosemite Conservancy is an equal opportunity employer, and we encourage people of all backgrounds to apply to join our team. We especially encourage people of color, LGBTQ people, transgender and gender non-conforming people, and people with disabilities to apply.

The position is full-time and based in Yosemite Valley, in Yosemite National Park. Working from home a few days a week is possible, but this is primarily an in-person job at the Wilderness Center in Yosemite Valley. Housing is NOT available.

This is a year-round exempt position with a salary range of \$57,000-\$60,000, depending on experience.

We also offer excellent benefits, including:

- 11 annual holidays and 2 floating personal days
- 100% paid premiums for employee health insurance
- vision and dental insurance
- basic life insurance
- vacation and sick leave
- retirement program and contribution (following one year of employment)
- annual National Parks pass
- and more



How to Apply

Submit cover letter, resume, and three references, as well as answers to the prompt below to aripple@yosemite.org. Deadline for application materials is February 18, 2022.

Prompt: To get a sense of your writing style, please provide email responses to the following three Help Desk queries. Emphasize your pith, helpfulness and show your understanding of wilderness regulations. Remember, you will be answering dozens of these each day, so in most cases, the more succinct the better, but do show off your writing style.

Here are some helpful links to aid your response:

- [Wilderness Half Dome Regulations](#)
- [How will the Donohue Pass exit quota work?](#)

Question 1:

Name = Kathryn Janeway

Email = RestoreHalfDome@hiker.net

Message = I am confused by the new permitting system for Half Dome. I used to be able to request a Half Dome permit in my wilderness application, now there is no mention of it. I am happy to hike Half Dome in a day or overnight! Can you please explain it to me?

Reply:

Question 2:

Name = Jean-Luc Picard

Email = SierraSuperstar@hiker.net

Message = I obtained a permit from you to hike Red Peak Pass in early June. I received a warning from you all saying that conditions for that route would be potentially snowy at that time of year. I thought June was summertime! When will it be ok to hike that route?

Reply:

Question 3:

Name = Benjamin Sisko

Email = JMTorBust@hiker.net

Message = I was turned down to hike the JMT this summer with my Happy Isles to Little Yosemite Valley permit! I thought the JMT started at Happy Isles. Can you help me with this?

Reply: