



YOSEMITE
CONSERVANCY

Wilderness Reservation Assistant

Position type: Seasonal, Full Time, Non-Exempt

Reports to: Director of Wilderness Operations

Location: Yosemite Valley / Yosemite National Park

The seasonal Wilderness Reservation Assistant reports to the Director of Wilderness Operations and provides support for the Wilderness Permit Reservation System (Recreation.gov) and Bear Canister Rental Program. The position provides wilderness information to visitors, answers phones, assists with other wilderness operations as needed. This position also has some time built in for patrolling wilderness areas.

The Yosemite Conservancy Wilderness Operations team consists of three to four other Reservation Assistants as well as the Director of Wilderness Operations. The office is a collaborative space where innovative ideas are often implemented, allowing for a dynamic work environment. Beyond our office, you will work directly with many NPS (National Park Service) Wilderness Rangers where a supportive and helpful culture is essential to success. Our goal is to facilitate wilderness travel for visitors, keeping the safety of the visitor and the protection of the wilderness in mind. This position will be based in the Yosemite Valley Wilderness Center.

Yosemite Conservancy Wilderness Office partners directly with the Yosemite National Park Wilderness Office. Wilderness Permit Reservations made outside of Yosemite are processed and reviewed by the Yosemite Conservancy team. These applications exceed 200,000 each year and require diligent scrutiny and thorough follow-up. We also staff a phone line, respond to the Help Desk, and support the Bear Canister Program.

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 Wilderness Reservation Assistant role reports to the Director of Wilderness Operations and is responsible for:

- Operates Recreation.gov booking software for wilderness permit reservations.
- Perform clerical duties associated with running wilderness reservations including permit creation; public contacts, answering telephones and written correspondence.
- Convey pertinent park information, backcountry regulations and trail descriptions to the public.
- Reconciles the evening Fee Report.
- Assist NPS with issuing wilderness permits at the front desk providing visitors with accurate information according to National Park Service regulations.
- Hike Yosemite's trails to explore areas of the park you are less familiar with. Usually two days per pay period.
- Convey trail conditions and route information to the visitors as you are working with them.
- Report trail conditions and required maintenance to NPS via trail condition reports.



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

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

Requirements:

- H.S. diploma required
- At least one year of related operations experience.
- Valid Driver's license
- Offer contingent on successful completion of government background check that will be initiated upon hire.

Hard skills:

- Ability to execute 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.
- Comfort with technology with the ability to master Recreation.gov, Retail Pro and Microsoft Access. Specific training will be provided.

Soft skills:

- Strong customer service orientation coupled with a genuine care and love of wilderness and the desire to share this joy with others.
- 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.
- 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 feel heard and supported.
- Collaborative, creative, and flexible with a sense of humor.
- Creative thinker and open-minded problem solver with a calm and flexible demeanor.

Working Conditions

- Primarily desk-/computer-based, while regularly supporting the operations of the Wilderness Centers.
- Patrols are encouraged but not required. If unable or unwilling to patrol, extensive knowledge of Yosemite's trail networks is essential.
- 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 **32-40 hours per week**, and based at the Yosemite Valley Wilderness Center, in Yosemite National Park. This seasonal position will start **May 30th (flexible) through October 23rd, 2022**. Housing is available. Starting wage is **\$16-\$17 per hour** depending on experience. 24 hours of sick leave is included for the season. Scheduled time off must be agreed upon before hiring.

COVID-19: Yosemite Conservancy currently requires all employees to be fully vaccinated against the COVID-19 virus as a condition of employment. Yosemite Conservancy will consider requests for medical or religious accommodation to this vaccination requirement during the recruiting process if such accommodation would permit the individual to perform the essential functions of the job.

How to Apply

Submit cover letter, resume, and three references, as well as answers to the prompt below to shickey@yosemite.org. Deadline for application materials is May 13th, 2022.

Prompt: To get a sense of your writing style, please provide an email response 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.

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! Where can I go instead?

Reply: