

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), Bear Canister Rental Program and online reservations for the historic Ostrander Ski Hut. The position provides wilderness information to visitors, answers phones, assists with other wilderness operations as needed. This position also has scheduled time for patrolling wilderness areas.

The Yosemite Conservancy Wilderness Operations team consists of 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 with opportunities for remote work as appropriate.

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, support the Bear Canister Rental Program, and manage online reservations for the historic Ostrander Ski Hut.

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 reviewing permits for compliance with wilderness regulations, public contacts, answering telephones and written correspondence.
- Convey pertinent park information, backcountry regulations and trail descriptions to the public.
- Supports the Lead Wilderness Reservation Assistant in tracking and following up on overdue bear canister rentals
- Operates Flybook booking software for online Ostrander Ski Hut reservations
- Hike, ski, or snowshoe Yosemite's trail network 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.



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 experience.
- Valid Driver's license
- Offer contingent on successful completion of government background check that will be initiated upon hire

Hard skills:

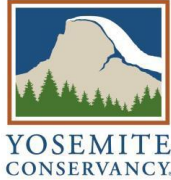
- Strong office administration, computer skills, and ability to work with new software and technology.
- Strong working knowledge of Yosemite National Park Wilderness and Wilderness Regulations including trails, routes, and travel, and an eagerness to grow this knowledge.
- Comfort with technology with the ability to master Recreation.gov, Flybook, 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 Center.
- If opting for remote work, must have sufficient Wi-Fi connection to support a stable connection to a remote server and regular video meetings
- Patrols are encouraged but not required. If unable or unwilling to patrol, extensive current knowledge of Yosemite's summer and winter 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 **40 hours per week**, and based at the Yosemite Valley Wilderness Center, in Yosemite National Park. Remote opportunities are available as appropriate. This seasonal position will start **November 28, 2022, through mid-to-late April 2023**. Housing is available. Starting wage is **\$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 an answer to the prompt below to shickey@yosemite.org. **Deadline for application materials is September 30th, 2022.**

Prompt: To get a sense of your writing style, please provide an email response to the following Help Desk query. Emphasize your path, 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 = Tom Smith

Email = RestoreHalfDome@hiker.net

Message = I got a wilderness permit for Yosemite Falls trailhead in June but just received an email from your office saying that I can't hike Half Dome with this permit? Half Dome has always been my dream! Why can't I hike Half Dome with my permit?

Reply: