

Bookstore Operations Manager, Yosemite Valley

Position type: Full-time (exempt), subject to furlough
Reports to: Yosemite Valley Bookstore Operations Manager
Location: Yosemite National Park

The Yosemite Valley Bookstore Operations Manager is instrumental in creating a welcoming and meaningful experience for visitors to Yosemite Valley retail location. This position is responsible for Yosemite Conservancy's daily bookstore operations at four locations and will help implement an innovative approach that emphasizes visitor education through the traditional retail experience. The Yosemite Valley Bookstore Operations Manager leads a team of Sales and Information Assistants and works closely with Yosemite Conservancy program staff and National Park Service employees to provide visitors with information, access to educational programming, and a quality retail experience. This role will help schedule and create visitor programming that brings to life the educational tools and publications available in Yosemite Conservancy retail stores.

Who We Are

We're 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'll 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'll Do

The Yosemite Valley Bookstore Operations Manager reports to the Director of Retail Operations and is responsible for the following:

Leads:

Hiring & Training

- Recruits and hires for all Valley Sales and Information Assistants.
- Plans and facilitates the on-boarding process for Yosemite Valley Sales and Information Assistants.
- Helps maintain and update standard operating procedures, frequently asked questions, and training materials.
- Plans and facilitates enrichment opportunities and trainings throughout the season.

Employee Engagement

- Supervise 4 full-time and 5+ seasonal retail employees
- Facilitates weekly staff meetings.
- Guides employee initiatives and professional growth.
- Conducts employee evaluations and provides first-level support for employees.

- Creates and maintains work schedules for Yosemite Valley VC and Yosemite Museum Store and coordinates staffing needs with other Yosemite Conservancy programming and retail locations in Yosemite Valley when needed.

Inventory Management

- Manages store displays and maintains merchandise standards.
- Helps create an annual interpretive merchandizing plan for Yosemite Valley VC.
- Maintains inventory controls and creates inventory adjustments and reports.

Sales

- Maintains and provides first-level support for location's hardware, accessory tools, software, and network.
- Oversees all cash handling operations and ensures safe transaction procedures are being followed.
- Performs front-line sales duties as staffing and visitation volume requires.

Partnerships and Education

- Creates and maintains positive relationships with NPS partners.
- Stays informed of current scientific research, Yosemite Conservancy funded projects and programs, and interpretive goals in Yosemite National Park and creatively incorporates them into the retail experience.
- Innovates fresh ways to share the interpretive story of Yosemite via products and publications.

Supports:

Visitor Programming

- Works collaboratively with Yosemite Conservancy programming staff and NPS to help schedule and develop educational programs offered at Yosemite Valley VC.

Visitor Information Volunteers

- Works collaboratively with Yosemite Conservancy Volunteer Coordinator to ensure adequate visitor information support is scheduled at Yosemite Valley VC.
- Provides quality control and first-level support for YC Volunteers stationed at Yosemite Valley VC.

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

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

Hard skills:

- Demonstrated supervisory experience.
- Comfort in facilitating dialog and managing employee teambuilding and performance.
- Ability to troubleshoot technical systems.
- Strong office administration, computer skills, and the ability to learn new software is a must.
- Strong working knowledge of Yosemite National Park.

Soft skills:

- Creative thinker and open-minded problem solver with a calm and flexible demeanor.
- Excellent communication and relationship skills with a variety of internal and external stakeholders.
- Sense of humor and ability to keep perspective when stressful situations arise.
- Highly independent, self-starter who displays initiative in taking on new projects.
- Committed to continual learning and teaching, to the Conservancy mission, and to advancing a culture of inclusion in the organization and in Yosemite.

- Able to prioritize and act quickly and thoughtfully on the myriad of logistical challenges that are endemic to working in Yosemite National Park.

The following are plusses, but not requirements:

- Experience in merchandising and product display.
- Experience working in a not-for-profit education-oriented retail environment.
- Background in educational programming.
- At least two years of related experience.

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 Visitor Center in Yosemite National Park. Housing is NOT available. This position does have the potential to furlough in the winter season for up to 8 weeks.

The compensation for this position ranges from \$25-\$30/hour, 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 (following one year of employment)
- annual National Parks pass
- And more

How to Apply

Please send a cover letter and resume in a single PDF file to jobs@yosemite.org with the subject line “your name – Yosemite Valley Bookstore Operations Manager” by March 15, 2023. All applications will be reviewed when the application period closes.

COVID-19 Update: While no longer a requirement of employment, Yosemite Conservancy is **STRONGLY** recommending that everyone be vaccinated for COVID-19 and current with COVID-19 boosters for their health and safety as well as that of our community. Working in Yosemite National Park comes with a lot of exposure to many people from around the world. The Conservancy sees vaccines as a crucial part of keeping our staff and volunteers healthy and our operations open.