



YOSEMITE
CONSERVANCY

Yosemite Valley Sales and Information Assistant

Position type: Seasonal, full-time (non-exempt)

Reports to: Sales and Information Supervisor

Location: Yosemite National Park, CA

Sales and Information Assistants are instrumental in creating a welcoming and meaningful experience for visitors to Yosemite Valley Visitor Center. This role is responsible for orienting visitors to Yosemite National Park and connecting them with accurate information, educational opportunities, and a quality retail experience. Sales and Information Assistants work as a team in a fast-paced environment to share Yosemite Conservancy's mission with thousands of visitors each season.

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 Sales and Information Assistant reports to the Sales and Information Supervisor and is responsible for the following:

- Welcome visitors to Yosemite National Park.
- Assist visitors with merchandise selection.
- Provide accurate visitor information
- Work cooperatively with Yosemite Conservancy programming staff and the National Park Service to connect visitors to appropriate educational opportunities.
- Learn about current scientific research, Yosemite Conservancy funded projects and programs, and interpretive goals in Yosemite National Park and share this information with visitors.
- Inform visitors of how to donate to Yosemite Conservancy.
- Accurately process transactions through our point of sales system.
- Learn and apply safe cash handling policies.
- Maintain inventory stock levels and display inventory according to our merchandising guidelines.
- Keep our facilities clean.
- Follow all Covid-19 safety measures.
- Other duties as assigned by the Yosemite Valley Bookstore Operations Manager

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

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

Hard skills:

- One year of related experience
- Strong computer skills and demonstrated ability to learn new software.



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- Ability to stock and merchandise products in an attractive and organized way
- Strong working knowledge of Yosemite National Park
- High School Diploma.
- A valid Driver's License

Soft skills:

- Excellent communication and relationship skills with a variety of internal and external stakeholders
- Comfort in communicating to groups of visitors.
- Sense of humor and ability to keep perspective when stressful situations arise.
- Ability to work with minimal supervision.
- Ability to work as part of a team and maintain a professional work environment.
- Commitment to continual learning and teaching, to the Conservancy mission, and to advancing a culture of inclusion in the organization and in Yosemite.

The following are plusses, but not requirements:

- Experience working in a not-for-profit education-oriented retail environment.
- Background in educational programming.

Working Conditions

- Primarily performs work indoors with the ability to stand and walk for up to 8 hours per day.
- Frequently walks on uneven ground.
- 40 hours a week schedule; may include holiday and weekend shifts.
- Potential to lift, carry, or move objects weighing up to 30 pounds.

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 seasonal, full-time and based in Yosemite Valley Visitor Center in Yosemite National Park. Limited housing is available. The compensation for this position ranges from \$17-\$18/hour, depending on experience.

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 – Sales and Information Assistant".

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.



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