



YOSEMITE
CONSERVANCY

Wilderness Reservation Assistant

Position type: Full Time, Non-Exempt (Subject to Furlough) through October 2024

Reports to: Director of Wilderness Operations

Location: Yosemite Valley / Yosemite National Park

The Wilderness Reservation Assistant reports to the Director of Wilderness Operations and provides support for the Wilderness Permit Reservation System (Recreation.gov), Ostrander Ski Hut and Bear Canister Rental Program. The position reviews Yosemite wilderness permit reservations, provides wilderness information to visitors, answers phone and web-based inquiries, and 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 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 collaborative 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 operate the Ostrander Ski Hut in the winter, staff a year-round phone line, respond to email inquiries via the Help Desk, and support the Bear Canister Rental Program.

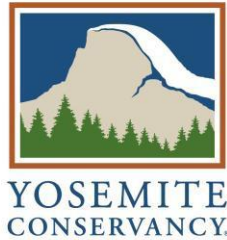
Who We Are

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:

- The operation of Recreation.gov booking software for wilderness permit reservations.
- Clerical duties associated with running wilderness reservations including reviewing permits for compliance with wilderness regulations, public contacts, answering telephones and written correspondence.
- Conveying pertinent park information, backcountry regulations and trail descriptions to the public.
- Assisting NPS with issuing wilderness permits at the front desk providing visitors with accurate information



according to National Park Service regulations.

- Reconciling the daily fee report.
- Processing reservations to the Ostrander Ski Hut.
- Communicating important information regarding winter conditions and road closures to visitors to Ostrander Ski Hut.
- Patrolling, on foot, ski or snowshoe, Yosemite's trail network to explore areas of the park you are less familiar with. Usually two days per pay period.
- Conveying trail conditions and route information to the visitors as you are working with them.
- Reporting 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.
- Comfort with technology with the ability to master Recreation.gov, Flybook, Retail Pro and Microsoft Access. Specific training will be provided.

Soft skills:

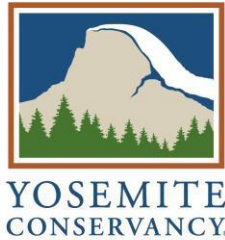
- Strong customer service orientation coupled with a genuine care and love of wilderness and the desire to share this joy with others.
- Commitment to the mission, values, goals, and success of the Yosemite Conservancy and to advancing a culture of inclusion in the organization and in Yosemite.
- Ability 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.



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Working Conditions

- Primarily desk-/computer-based, while regularly supporting the operations of the Wilderness Centers.
- If opting for remote work, must have sufficient Wi-Fi connection to perform remote duties
- Patrols are encouraged but not required. If unable or unwilling to patrol, extensive current 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 **40-hours per week** based in Yosemite Valley, Yosemite National Park. A commitment through October 2024 is required. Remote work is possible but a thorough knowledge of the Yosemite Wilderness trail network is required. A single bed in shared housing may be available. Starting wage is **\$19-\$20 per hour** depending on experience. This position is subject to a 1-2 month furlough in the Fall.

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 an answer to the prompt below to shickey@yosemite.org. Deadline for application materials is September 29, 2023.

Prompt: Please write a short paragraph (no more than 250 words) on what Wilderness Stewardship means to you.

Reply: