



YUROK COUNTRY VISITOR CENTER

JOB TITLE: Visitor Center Steward **DEPT:** Visitor Center
FLSA: Seasonal/Part-time **DATE:** 4/29/20/20
REPORTS TO: General Manager of Visitor Center **Salary Grade:**
\$15.00-18.00 per hour, DOE

Our philosophy in Yurok Country is to create legendary experience for our guests. Each applicant must support a standard of service excellence that exceeds expectations and creates a sense of place and welcome for each guest. By joining the Yurok Country Visitor Center team; you are committing yourself to this philosophy and acknowledging your dedication to providing an experience filled with the traditions, stories and the beauty of Yurok Country. Be prepared to become a trailblazer creating magical moments with legendary service standards.

POSITION OVERVIEW

Responsible for providing Yurok Way Service to guest in an efficient, courteous, and professional manner. Assists in cultural content development for visitor center, amphitheater, Cultural Knowledge Park and Redwood Yurok Canoe Tours.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the types of duties and knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide prompt, efficient, and courteous service to guests
- Cleaning, stocking, cashier duties
- Assists guests in planning their Yurok Country Adventures
- Educational content as needed for Visitor Center employees as to being culturally correct.
- Performs public presentations as required for visitors and others.
- Works with agencies and tourism partners to promote cultural correct tourism within the Yurok Visitors Center scope.
- May be requested to assist as Visitor Center event support.
- Ability to maintain effective working relationships with public officials, department heads, associates and the public.
- Represent facility professionally and positively on the telephone and in person.
- Greet visitors as required.
- Ability to update and post on social media and potentially websites, with approval from general manager.
- Clean public restrooms.
- Participate in sidewalk sales and other events as needed.
- Assists when necessary directing guests of the Redwood Yurok Canoe Tours program

SERVICE STANDARDS:

Must be able to incorporate Yurok Service Strategy into daily operations by demonstrating the following standards while performing the requirements of the job:

- Smile & Greet
- Name & Meet
- Listen & Act
- Make Their Day
- Ask & Sell
- Thank You & Goodbye

LANGUAGE SKILLS

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Skill in effectively communicating information through verbal and written correspondence to employees, managers, clients, customers, and the general public, including writing reports, business correspondence and procedural manuals.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Have the ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

To apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving a few concrete variables in standardized situations. Skills in solving practical problems and dealing with situations where only limited standardization exists. Ability to analyze and solve complex management problems having nonstandard solutions. Skill in identifying and resolving administrative problems under pressure conditions. Skills in assessing operation, program, staffing and fiscal needs.

AUTHORITY & RESTRICTIONS (*non-supervisory capacity, non-signatory ability, access to sensitive areas as related to culturally sensitive items*)

- This position may have to assist in coordinating volunteers and interns.
- Maintain confidentiality and discretion in all areas: including the dissemination of trade secrets, planning and promotional procedures, and customer information files
- Access to sensitive customer information and computer processes.
- All employees are prohibited from participating in promotional awards, giveaways, drawings, tournaments or special events, except those specified for employees.

POSITION REQUIREMENTS (*objective educational or technical training required; skills; and years of experience*):

- Working knowledge of historic and contemporary Yurok culture.
- Ability to work weekends, holidays and evening hours as business demands.
- Must be 18 years of age or older.
- Strong communication (written and verbal) skills, presentation skills and customer service skills

- Must adhere to the “Yurok Way” policy for interacting with and welcoming guests
- Able to prioritize and coordinate multiple daily tasks and work within tight deadlines.
- Strong organization skills, attention to detail and ability to adapt to changing priorities, excellent follow through.

PHYSICAL DEMANDS/WORK ENVIRONMENT *(the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential job functions):*

While performing duties of this position, employee is required to stand for extended periods, and frequently walk, and use hands to; finger, handle, or feel objects, tools, or controls. Occasionally sit. Must be able to lift 20 pounds with occasional lifting of more than 35 pounds, assisted. Ability to manage stress appropriately, make decisions under pressure, manage anger, fear, hostility and violence of others appropriately. The position requires the ability to process information using computer methods and technology, at times for more than 50% of the work time.

While performing the duties of this job, the employee is exposed to tobacco smoke, moving mechanical parts and fumes or airborne particles. The worker is frequently subject to inside environmental conditions, which provide protection from weather conditions, but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions and to wet and/or humid conditions. The noise level in the work environment is usually moderate.

TRAVEL REQUIREMENTS

Local travel is occasionally required. Travel outside of the state is infrequently required. Typical travel time is generally less than a week.

TRIBAL PREFERENCE

“Tribal preference is given in compliance with the Indian Self-Determination and Education Assistance Act (25 U.S.C Section 450 e (B))”

This description of duties, responsibilities and requirements is a summary, and is not intended to include all that may be assigned or required. I hereby acknowledge I have read and understand the above presented position description. I am in receipt of our employment guidebook and understand my obligation to read and understand its contents:

Employee Name (Please Print)

Employee Signature

Date

Manager

Date