



CATALINA ISLAND CONSERVANCY

A responsible steward of its lands through a balance of conservation, education and recreation

CATALINA ISLAND CONSERVANCY JOB DESCRIPTION

POSITION: Manager of Guest and Retail Services

REPORTS TO: Director of Guest Services **STATUS:** Exempt

UPDATED: May 2021 **DEPT:** Guest Services

POSITION SUMMARY:

The Manager of Guest and Retail Services is responsible for supporting the Director in the leadership, daily operating and long-term vision for the guest services, retail operations, call center, and ticketing areas. The primary objective being an exceptional guest experience. The role provides focus of these key areas with regard to the mission and goals of the Catalina Island Conservancy. The role would develop various programs that serve guests with the goal to create enthusiasm and appreciation for the important role of the Conservancy on Santa Catalina Island. Quality, ability to work effectively with the public and operating in a cost-effective, profitable and first-class professional manner are key expectations of the Manager of Guest Services team. This position is required to live on the island.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist in the development of a guest and retail services program that provides friendly service and allow for a high quality, positive, and memorable experience to the Conservancy lands including individual guests and groups.
- Mentor, train, supervise and council staff in their daily roles, revenue production, guest experience quality, Conservancy history and educational content along with all protocols, rules guidelines set for each and every assignment.
- Evaluate staff performance to include coaching, training and discipline. Continue to develop staff assignments to meet the goals of the department and Conservancy needs. Ability to work in a multi-faceted environment, with changing priorities while following the goals and direction of the Manager of Guest Services. This role will have ongoing, shared goals along with expectation of achievement with a variety of departments.
- Establishes, directs and monitors daily operations and standards for the retail store to ensure guest satisfaction and maximum profitability.
- Buys, orders, inspects, prices and displays merchandise, oversees inventory and selects and oversees vendors.
- Assists in planning and executing annual operating budget, retail strategy as well as marketing and merchandising plans.
- Interviews, trains, supervises, counsels, schedules and evaluates staff.
- Assists in establishing annual and seasonal retail plans to achieve defined financial goals.
- Assists in establishing, directing and monitoring daily operating standards for all shops and retail support areas.
- Assists in directing and monitoring buying activities on site and provides information and feedback to corporate buyers where appropriate and needed.
- Order, stock, display, inventory and controls for the retail and food items in our inventory.
- Help develop custom items that represent the desired image the Conservancy wishes to present.
- Help develop just-in-time purchasing system to avoid shortages of key inventory items.
- Perform all roles/assignments of the Conservancy in a safe and effective manner.
- Program development, fee-based revenue production, ticketing systems, cash control management, budget and supervision are considered daily responsibilities of the role.
- Keep ticketing system current, make regular adjustments to front desk, retail spaces, phone recordings to meet the needs and abilities of the Conservancy.

QUALIFICATION REQUIREMENTS:**EDUCATION and/or EXPERIENCE:**

- College degree preferred with 4 years of guest experience management with significant experience in retail.
- Exceptional oral and written communications skills as well as excellent presentation skills. Skills as an educator or ecology/geology/natural history/science-related knowledge is a plus.

COMMUNICATION-INTERPERSONAL:

Proven leadership skills and success in a team-first environment.

LANGUAGE SKILLS:

Strong language and communication skills are necessary. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and appropriate wording of communication and correspondence in the workplace.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, divide, and use a calculator and an understanding of budgetary concepts and procedures.

REASONING ABILITY:

Should have the ability to work with little or no supervision and establish objectives and priorities, manage time and progress, problem-solve, communicate needs, make adjustments, and complete assignments.

COMPUTER SKILLS:

Strong computer and internet skills including the ability to type accurately. Proficiency in Microsoft Office programs (especially Word, Excel, and PowerPoint) and ability to use GroupWise functions such as email, calendar, and address books.

PHYSICAL DEMANDS:

- Ability to stand for a full day providing exceptional guest service and supervision of staff. Must be able to walk, climb, bend and stoop during fieldwork on natural and man-made pathways.
- Experience and ability to train people in the proper use of equipment and provide guidance on suggested safety equipment.
- Ability to lift, walk with and relocate items up to 50 pounds. Ability to perform fieldwork in the natural environment of Catalina with an expectation of weather changes where natural and living obstacles are present.

WORK ENVIRONMENT:

Primary location is an office environment. The work environment can vary from a quiet office to rugged outdoor Island locations and ability to operate a Conservancy vehicle.

WORK SCHEDULE:

- Must keep a flexible schedule including nights/holidays/weekends to best serve the role responsibilities along with providing an exceptional guest experience. Willing work at least one weekend day per week.
- Valid California Driver's License with Class C Commercial. No major driving citations in last three years. No DUI in last 5 years. Willingness and ability to safely drive a 15-passenger van on the paved and unpaved roads of Santa Catalina Island.
- Maintain current certificates in CPR/AED/First Aid.

This position description is intended to reflect typical responsibilities and tasks for the individual filling the position of the Manager of Guest Services. Actual tasks and responsibilities may vary and change over time. The Conservancy is an "at will" employer offering equal employment opportunity without regard to race, color, creed or religion, age, sex, national origin or disability (within the physical parameters defined in the position description and those associated with remote island living). Any offer of employment contingent upon verification of individual's eligibility for employment in the United States.