

PARK RANGER 1 (part-time) \$16.00/hr - \$17.90/hr

Dept: Parks/Tourism

FLSA Status: Non-exempt

General Definition of Work

Primary responsibilities are to assist in the operations of Grand Caverns Park and in the execution of interpretive programming. Park Ranger 1 will primarily conduct tours for Grand Caverns Park caves, including Adventure/Spelunking Tours, but will also assist in park operations at Town Parks. This will include giftshop/front desk, special events, assisting park visitors and maintenance work. May serve on internal committees and advisory boards as assigned. Work is performed under the direction of the Parks Coordinator and Parks/Tourism Assistant Director.

Qualification Requirements

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

Essential Functions

Interpretive Programming

Under general supervision, Park Ranger 1 provides interpretive programming on established and new operations for the Parks & Tourism Department. Rangers may also assist in the development and execution of new or specialty interpretive programming.

- Conduct accurate and timely cave tours for a wide range of park visitors to include school groups, boy/girl scout groups, private tours, and the general domestic and international visiting public.
- Assists in management of educational programs, materials, and resources.

Gift Shop/ Front Desk

The Stone Lodge at Grand Caverns Park acts as the Parks & Tourism Department's base of operations. This position supports the smooth and efficient operation of the front desk and gift shop.

- Operate cash register, responsible for general accounting duties such as balancing drawer, end-of-day reporting, etc.
- Maintain and receive merchandise for the gift shop while maintaining best inventory practices.
- Oversee and perform point of sale duties related to gift shop, ticketing, shelter rentals, mini-golf, and special events.
- Provide exemplary customer service: resolves complaints and recognizes customer recovery opportunities.
- Enforce Park rules and regulations for visitors.

- Report public comments and/or complaints in a timely manner to the Parks Coordinator and Parks/Tourism Assistant Director

Special Events/ Festivals

Under general supervision, assist in the planning, development, and implementation of special events and programs that range in scope and target audience. These events will include but are not limited to Easter, Grottoes Bluegrass Festival, Signature 5K Race, Cave Week, Haunted Cave, Caroling in the Caverns, Weddings, and corporate contracts.

- Provide programing, activities, support, and set-up/tear-down responsibilities as assigned.

Maintenance

Under general supervision, assist in the maintenance of park grounds for Grand Caverns Park and John E Painter Park. This work may involve the use of hand tools, power tools, and both light/heavy power equipment.

- Assist in general landscaping duties; mowing, weed-eating, mulching, digging, raking, leaf blowing, brush/tree removal, etc. (Training provided)
- Responsible for general cleaning of assigned areas to include but not limited to gift shop, cave entrance building, bathrooms.
- May assist in maintenance of recreation fields, hiking trails, walking trails, cave gravel path, picnic shelters, mini-golf course, etc.

Knowledge, Skills, and Abilities

Ability to effectively deal courteously and tactfully with the public and to present an accurate tour in a timely fashion; ability to receive, understand and remember historical and geographic feature information pertaining to the Caverns; ability to work with other staff members and to perform duties with minimal supervision; ability to work in indoor and outdoor conditions; ability to speak well in public; and work requires initiative, resourcefulness for proper disposition and execution of tasks

Education and Experience

- Undergraduate degree with coursework in parks and recreation, earth sciences, hospitality, or related field OR four years of experience in recreation, education, or customer service; or an equivalent combination of education and experience.
- Valid driver's license.
- Availability and willingness to work a varied schedule, including days, evenings, nights, weekends, and holidays.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, requires climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, lifting and repetitive motions; work requires

close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating motor vehicles or equipment and observing general surroundings and activities; work regularly requires exposure to outdoor weather conditions, requires exposure to wet, humid conditions and requires working in underground environment, working in precarious places, exposure to the risk of electrical shock; work is generally in a moderately noisy location (e.g. business office, light traffic), with many interruptions.

Special Requirements

None

SUPPLEMENTAL INFORMATION:

To Apply: Resume and Cover Letter must be submitted either in an email to ashank@ci.grottoes.va.us or delivered to 5 Grand Caverns Drive, Grottoes VA, 24441. If submitting electronically, please submit Resume and Cover Letter as a pdf and put [JOB TITLE] in the subject line of the email. The submission of a formal job application will be required if selected for an interview for town records and a background check.

Job applications will be reviewed on an ongoing basis until all positions are filled.

All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, disability or veteran status.

The Town of Grottoes is an Equal Opportunity Employer.

Last Revised: 03/14/2023

