



Sales & Program Ambassador

Job Description

Title: Sales & Program Ambassador
Terms: Full-time summer employment from May 11 to August 31, 2020
Reports to: Manager

The Friends of Jasper National Park are looking for a Sales & Program Ambassador to be part of our dynamic team. With a focus on providing excellent customer service, this joint seasonal position will help with the fundraising efforts at our gift shop as well as our outdoor education opportunities.

Key Responsibilities

The Sales & Program Ambassador will:

- Act as an ambassador for the Friends of Jasper National Park (and Jasper National Park) by greeting visitors, answering questions and providing information about the organization and the Park;
- Accurately process sales using a computerized point of sale system;
- Reconcile payments, cash drawer and complete daily bank deposit;
- Follow FJNP policies and guidelines for maintaining consistent, quality standards of customer service, cleanliness, merchandising, stocking and more;
- Develop and maintain a broad knowledge of FJNP products and opportunities in order to best assist visitors;
- Lead *Jasper...A Walk in the Past* historical tour;
- Assist with outdoor programs, hiking programs, naturalist activities and special events, as needed;
- Assist with programs for local schools, outreach programs and community groups, as needed;
- Use online communication tools as part of day-to-day operations;
- Provide excellent customer service in all interactions with visitors, volunteers, co-workers, etc;
- Encourage stewardship and connections to Jasper National Park by informing visitors of FJNP programs, projects and volunteer opportunities;
- Inspire support for the Friends of Jasper National Park by informing visitors of membership and donation opportunities;
- Support the organization in maintaining a high level of morale by fostering a positive workplace environment; and
- Complete duties and/or training opportunities in other areas of the organization.

Grant Conditions:

This position is conditional upon the receipt of funding from the Canada Summer Jobs grant. In order to qualify for the position, individuals must:

- be between 15 and 30 years of age at the start of employment;
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act* for the duration of employment; and
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

Skills & Qualifications

The successful candidate for this position will have:

- a passion for wild spaces, the outdoors and Jasper National Park;
- outstanding customer service and communication skills (preference may be given to candidates who are proficient in both of Canada's official languages);
- experience in a retail environment, including use of computerized register and cash handling;
- educational programming, outdoor programming, teaching or interpretation experience;
- the ability to work as a team player in a fast-paced environment, with a focus on flexibility and adaptability;
- the ability to work with visitors, volunteers and co-workers in a friendly, positive, and professional manner;
- self-motivation, with an ability to work well on own or with others;
- the ability to work as a team player in a fast-paced environment, with a focus on flexibility and adaptability;
- a valid driver's license;
- physical ability to stand for long periods of time, to hike, to lift boxes and to work with trail tools;
- a mode of transportation (bicycle or vehicle);
- valid first aid and CPR certification (or obtain before the start date); and
- a criminal record and enhanced security check (before the start date).

Perks, Benefits & Wages

The Sales Ambassador/Program & Program Ambassador will:

- Experience the beauty of Jasper National Park (mountains, lakes, wildlife) and all of the wonderful outdoor adventures that it affords (including hiking, biking, paddling, climbing and more);
- Work for an organization that is passionate about encouraging stewardship and connecting people to Jasper National Park;
- Earn \$16.50 per hour (\$15.50/hour plus \$1/hour end of season contract bonus) as well as a health and wellness allowance;
- Get great experience in a fun and collaborative work environment;
- Enjoy a staff discount in the FJNP Gift Shop which includes books, maps, unique gifts and Canadian-made jewelry;
- Staff accommodation may be available for suitable candidate.

The Friends of Jasper National Park are an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Application Process

Please forward your resume and a letter of application outlining your skills and qualifications to:

Friends of Jasper National Park
Attn: Heather Aussant Roy, General Manager
P.O. Box 992
Jasper, AB T0E 1E0

Email heather@friendsofjasper.com

Application Deadline

Resumes will be accepted until Monday, March 2nd. Please note that we will only contact candidates that have been selected for an interview.