

Interpretive Park Guide

Full-Time, Seasonal Position (40 hrs/wk)

March 11, 2019 through Nov. 8, 2019

Supervised by the Interpretation & Education Coordinator



Objective:

This Park Guide position works with the Department of Education and Natural Resources to connect visitors with the importance of park resources. The Park Guide should have an interest in the natural world (botany, birds, geology) and be able to relate higher-level concepts to visitors in a way that is understandable and clear.

Park Guides should have the ability to learn the flora and fauna of the mountain and present inspiring, research-based and compelling programs to audiences, such as school groups and family groups. The ability to independently research, prepare and present a variety of programs is a must for this position.

Major Duties:

- Prepares and presents daily interpretive programs, such as guided hikes, interpretive talks and interpretive tables
- Maintains a presence at Linville Peak and the Swinging Bridge when visitation is high, but may utilize Nature Museum and other educational places to be a constant representative of the Grandfather Mountain Stewardship Foundation
- Constantly exhibits a guest service attitude, a smile and an interest in guest comfort and service.
- Communicates with the public in a courteous and tactful manner and assist guests with questions and directions to various areas of the mountain. Addresses the guest — does not wait to be asked
- Serves as lead during inclement weather and will have the authority to close sections of the mountain if unsafe conditions persist
- Assists in the creation of non-personal interpretive media, such as handouts, exhibits and guidebooks
- Roves park trails and visitor areas to provide informal interpretation and customer service
- Distributes maps and brochures, informs visitors of potential safety hazards or closures, and provides directions and routes of travel through the park
- Serve as a parking attendant in various capacities, as needed
- Records regular citizen science weather observations
- Is responsible for Nature Museum displays and bird feeders
- Operates a variety of audiovisual and other equipment in connection with programs or exhibits
- Responds to emergency calls and takes appropriate action following guidelines and procedures
- Responsible for maintaining litter-free grounds
- Assists with the planning and implementation of Special Events
- Other duties will be assigned as necessary, especially during peak visitation days

Qualifications:

- At least 12 months of related working knowledge
- NAI Certified Interpretive Guide or N.C. Certified Environmental Educator preferred (or willingness to

complete necessary trainings to become certified)

- First Aid/CPR certification, or willingness to get certified
- Hiking and/or trail maintenance experience or willingness to learn
- Experience developing and implementing educational programs or the ability to learn
- Public speaking ability and good communication skills
- Ability to take initiative and work individually
- Capable of learning local flora and fauna
- Ability to be flexible as visitation changes from school groups to family groups and increases and decreases depending on the weather
- Reliable transportation (occasionally we use personal vehicles to get around the park)
- Must have good hiking boots and gear for the outdoors (we provide uniform shirts and some rain gear)
- Ability to lift 50 lbs

Responsibilities:

30% Interpretive Programming for Park Guests (Walks and Talks)

20% Informal Interpretation (roving trails, talking with visitors at Linville Peak and Interpretive Tables)

10% Nature Museum and Weather Observation Duty

10% Assisting with Environmental Education Programs

10% Safety and Operational Duties

10% General Customer Service

10% Emergency Response/ Other

To apply, please email lauren@grandfather.com .
Include "Interpretive Park Guide" in the subject line.

Acceptable applications include:

- General Grandfather Mountain application (available at <https://grandfather.com/about-grandfather-mountain/our-team/join-the-team/>)
- Resume
- Cover letter

Applications accepted on a rolling basis until the position is filled.