



Parking\Safety Coordinator

Hourly-Non-Exempt, Full-time

Supervised by Operations Manager

Objective:

The Parking\Safety staff works within the Grandfather Mountain Stewardship Foundation's Safety and Park Operations Department and is responsible for assisting the day-to-day operations and safety functions of the park. The Parking\Safety coordinator should have a firm grasp of how the park functions and what steps need to be taken to keep visitors and staff members safe.

Responsibilities primarily include supervising visitor behavior at the Linville Peak/Swinging Bridge/ and parking areas and providing excellent customer service, assisting in making decisions based around weather related opening/closures, parking cars, as well as assisting the Manager on Duty (MOD) in operational needs of the park throughout the entire park area. This will also include daytime security for the park as needed.

Major Duties:

- Maintains a presence at Linville Peak/parking areas when visitation is high, but may utilize other locations within the park to be a constant representative of Grandfather Mountain Stewardship Foundation
- Supervises and schedules parking staff for the park from the gate to the Top Shop including breaks and lunchtime schedule and rotations
- Conducts daily checkups in parking areas to include trash pickup and any hazards or obstructions
- Monitor safety issues within the park and report any areas of concern and report to the Safety Manager and or Operations Manager
- Monitors for inclement weather and will work with the MOD to close portions of the park if unsafe conditions persist
- Serves on the Medical Response Team and responds to emergency calls and takes appropriate actions based on established guidelines and procedures
- Roves visitor use areas (when not stationed elsewhere) to provide information education and customer service
- Report any issues that arise to the appropriate departmental supervisor and coordinate solutions to the issues with the supervisor.

- Provides extraordinary customer service through interactions with guests (i.e., distributing maps and brochures, informing visitors of potential safety hazards or closures, provides directions and routes of travel through the park)
- Will park cars and alert other departments of parking needs in the park
- Responsible for maintaining litter-free grounds (especially at the Top Shop area)
- Serves on the Grandfather Mountain Stewardship Foundation's Safety Committee
- Serves as a frontline representative of the Grandfather Mountain Stewardship Foundation
- Serves as Daytime Security mountain-wide.
- Will work with Safety Officer to learn all aspects of safety office duties and reporting.
- Will be responsible for all training and training videos for staff.
- Documents and keep records of uncompleted staff trainings and ensure enforcement.
- Other duties will be assigned as necessary

Qualifications:

- Be familiar with all areas and departments of the park
- Minimum of First Aid/CPR certification (Emergency Medical Responder certification preferred)
- Strong organizational skills, ability to multi-task, adapt to change, and to prioritize effectively.
- Strong public speaking and good communication skills
- Enthusiastic and positive attitude
- Ability to take initiative and work as part of a team or individually
- Ability to make decisions in emergency situations
- Ability to makes decisions in the absence of a direct supervisor
- Have reliable transportation
- Flexible work schedule. Must be able to work weekdays, weekends, nights and holidays
- Ability to lift 50 lbs and be on their feet for extended periods of time

Responsibilities:

- 70% Safety, Training and Parking Duties
- 10% General Customer Service
- 10% Emergency Response
- 10% Other duties as assigned

Fill out the General Application here and remember to attach your resume and cover letter:

[GMSF Application](#)