

Position Title: Visitor Center Weekend Supervisor

Classification: Seasonal (32 hours per week), Hourly, Non-Exempt

Position Start Date: June 30, 2025

Position End Date: November 28, 2025 (*subject to operational needs*)

Pay rate: \$23.94/hour

Application Deadline: Wednesday, June 11, 2025

Position Overview:

This position serves as the seasonal weekend supervisor for the National Elk Refuge and Greater Yellowstone Visitor Center (NERGYVC) and volunteer contact. They will also serve as the NERGYVC outdoor recreation planner and Grand Teton Association collaborator.

This position's primary responsibility is planning, developing, supervising, and administering weekend NERGYVC operations and staffing, volunteer assistance, NERGYVC education programs, visitor community and engagement, outreach, reconciling recreation fees, and assisting with Grand Teton Association store sales.

The National Elk Refuge and Greater Yellowstone Visitor Center is highly visited, highly visible and provides information to visitors year-round. Current NERGYVC annual visitation is nearly 175,000 visitors with the bulk of visitors occurring in the summer or holiday months.

Essential Duties:

Responsible for directing and managing the diverse and complex programs with our community partners. Serves as "Acting" NERGYVC Manager in the absence of the Visitor Center Manager and the weekend contact for operational and volunteer situational support. The NERGYVC programs include, but are not limited to, community partner visitor center planning; visitor center operations; interpretation, recreation, and maintenance.

This position is responsible for and manages NERGYVC interpretive programs, audio-visual equipment, refuge photo and slide files, public safety, operations, partner management with four partner organizations, volunteers, donations, recreation remits, and special events.

Responsibilities:

- Directly supervise NERGYVC weekend volunteers and staff.
- Directs interpretation and education programs presented at the visitor center.
- Serves as coordinator for four refuge partners: Grand Teton Association, Bridger Teton National Forest, Grand Teton National Park, and Jackson Hole Chamber of Commerce.
- Responsible for promoting an active environmental education program, both formal and informal.
- Coordinates the work of as many as 30 volunteers, scheduling projects, and provides additional communication support on the weekends and when the volunteer coordinator is unavailable.
- Plans, prepares, and presents interpretation training programs with the NERGYVC Manager once a month for staff and community partners.

- Identifies cyclical maintenance needs for public use facilities and coordinates completion of maintenance projects.
- Plans, evaluates and assists the operation of a NERGVVC fee collection program.
- Manages refuge information, updating seasonally and coordinating with interagency community partners.
- Manages grant writing and grant monies including challenge cost grants with partners for major refuge projects and seasonal workers.
- Organizes significant national and locally sponsored special events, coordinating specific activities with partners: National Wildlife Refuge Week, National Fishing Week/Kids Fishing Day, Migratory Bird Day, ElkFest, and 4th of July Parade.
- Administers and supervises activities of three summer green space kid's events with a speaker for each summer session.

Qualifications:

1. Knowledge/Education

- Broad knowledge of the use and application of educational, interpretive, outreach, techniques, activities, and tools to manage a comprehensive, complex refuge education, volunteers, and visitor and community engagement.
- Demonstrated experience in visitor services, environmental education, or public engagement
- Professional knowledge of natural resource management, interpretation, environmental education, recreation, communications, and outreach.
- Knowledge of public land management, interpretation, or nonprofit partnership work preferred
- Experience with volunteer coordination, grant writing, or community outreach is a plus
- Knowledge of regional and national service policies, objectives, organizations, programs, and statutory responsibilities (to ensure that policy, programs, and uses are appropriate/compatible and in conformance with existing objectives, authorities, and policies).
- Knowledge of Refuge Acts, Administrative Manual, Refuge Manual, and other documents setting forth the policies and regulations pertaining to National Wildlife Refuges.
- Knowledge of and demonstrated ability to communicate, interact, establish relationships and deal effectively with refuge personnel, volunteers, natural resource managers, local and national government/elected officials, partners, cooperating associations, and the public.
- Knowledge of the refuge and its management, history, background, and goals to develop programs which meet demands for education and visitor services while furthering the objectives of the refuge. Highly developed skill in recognizing and solving problems covering a diverse array of public use issues and interests, reflecting an understanding of conflict resolution and natural resource impacts.

This position reports to the National Elk Refuge and Greater Yellowstone Visitor Center Manager. Work is performed under general guidance with regular updates and progress check-ins.

2. Guidelines

The employee's work is guided primarily by written and oral instructions of the NERGYVC Manager and Visitor Services Manager. Specific guidelines are provided in the form of regional office directives, the FWS Administrative Manual, program handbooks, Refuge Acts and Executive Orders, code of federal regulations, staff memoranda, correspondence, refuge public use plans, other publications, and staff meetings. Candidates should strive to stay informed of the public use, interpretation, education, and public affairs work of other appropriate agencies and organizations.

3. Scope and Effect

The purpose of the work is to develop and administer the weekend management and operation of the education, visitor services, volunteer, and public information program in NERGYVC. The purposes of the position are to establish a weekend supervisor for NERGYVC, communicate the work of the Service and coordinate programs and outreach with partners. The proximity of the refuge to a large visitor travel corridor (highway passing refuge has over 4 million visitors), and the popular, complex, conservation-oriented community of Jackson Hole strengthens the refuge's ability to reach a broad public constituency and maintain ongoing dialogue. The work contributes to the effectiveness of Service efforts, particularly in the areas of public understanding and support for natural resource conservation and building relationships with Partners, tribal nations, and visitors.

4. Physical Demands and Work Environment

Most duties are performed indoors, with occasional outdoor activities. Some lifting, walking, and standing may be required during events or fieldwork. Reasonable accommodation will be made for qualified individuals with disabilities.

Housing

Optional housing is available with this position at a non-federal rental rate. Occupancy is contingent on adherence to workplace conduct policies. Occupant may be required to submit a deposit upon occupying housing.

To Apply:

Please submit your resume and a cover letter outlining your relevant experience and interest in the position to careers@grandtetonassociation.org.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

Grand Teton Association is an equal opportunity employer. We prohibit discrimination based on race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 and over), disability, genetic information, veteran status, or any other protected status under applicable federal, state, or local law. Reasonable accommodation may be provided for qualified individuals with disabilities during the application process and employment. Please contact careers@grandtetonassociation.org.

Thank you for considering Grand Teton Association (GTA) for employment. GTA works diligently to support its employees and volunteers by providing meaningful work, a positive environment, and opportunities for long-term growth.