

## Storefront Coordinator

**Job Location:** Santa Cruz Island within Channel Islands National Park, CA

### **Company Description**

The Santa Barbara Adventure Company is the premier adventure travel provider on the central coast. We operate four companies under one roof; the Santa Barbara Adventure Company, the Channel Islands Adventure Company, Santa Barbara Wine Country Tours & Coastal Teambuilding. We are the sole Channel Islands National Park concessionaire for guided kayak tours on Santa Cruz Island, as well as snorkel rentals and a small storefront that sells essentials. Our mainland operations include local kayaking trips, surf lessons, wine country tours, multi-day outdoor education programming and team building programs. Our office is located in downtown Santa Barbara, one block from State Street and less than a mile from the pier. We have an office staff of 10 and a guiding staff of 60+.

### **Storefront Coordinator Job Description**

The Storefront Coordinator assists the Island Management Team with supporting client needs at our remote Scorpion Anchorage retail store & snorkel rental operation. You are responsible for checking in guests daily for kayaking tours, selling last minute tour spaces, overseeing & managing the snorkel rental system, answering visitor questions & being proactive in communication with the mainland office. You'll support monthly inventory of goods & maintain an organized, clear and efficient storefront. Building strong relationships with guide staff, Channel Islands National Park staff, and ferry concession staff is essential to benefit the guest experience at Channel Islands National Park. Knowledge of the island, interpretation, as well as emergency procedures is critical to success as well.

### **Responsibilities**

- Support day-of, walk-up clients to our Storefront with availability & information on tours
- Support the delivery of effective island intro talks as well as safety or gear talks, when necessary
- Managing daily snorkel rentals, cleaning snorkel equipment
- Maintaining the cleanliness and organization of the storefront
- Supporting communication of daily logistics for guide staff
- Being a teamplayer with keeping our corral area clean for guests & supporting gear processing from kayak tours
- Keeping strong communication with our mainland office with any updates/edits to client or guide schedules
- Support the filing and organization of paperwork from trips
- Be familiar with and maintain the contents of first aid kits, and provide basic first aid assistance to guests and know SBACo emergency procedures
- Assist with all components of our CHI operation to ensure success in operations
- Other duties as necessary

### **Skills**

- Excellent interpersonal skills
- Strong customer service is critical in this demanding role. Proven ability to create amazing customer experiences in prior work
- Ability to handle multiple fast-paced projects simultaneously under stress
- Exceptional analytical & problem-solving skills, and decision making skills
- Effective & efficient verbal, written and listening communication skills
- Attention to detail and high level of accuracy
- Strong organizational skills
- Flexibility & ability to adapt/edit plans with ease
- Possess cultural awareness and sensitivity
- Strong initiative / self-starter

## **Working Conditions**

### Physical Demands

The Storefront Coordinator will spend long hours in the field (a remote setting) exerting energy during the day. Additionally they will be using a computer & I pads, which can cause muscle strain.

### Environmental Conditions

The conditions at Scorpion Anchorage can vary and may include hot, sunny, windy, wet, and unpredictable, ever changing weather conditions. Our Storefront is located on a busy, central pathway which causes guests to continually create interruptions.

### Sensory Demands

The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer/Ipad entering information which requires attention to detail and high levels of accuracy.

### Mental Demands

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

***The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.***

**Compensation & Schedule:** 24-40 hours/week \$17.50/hour for first 30 days probationary training period hourly pay. Then \$18.50/hour after thirty days. Overtime will be periodically required in this position based on need. This role is seasonal from Memorial Day thru Labor Day and staffing depends on demand. A minimum of 3 consecutive days of availability is required in this role and you must be able to camp overnight during the duration of the 3 consecutive days within the Channel Islands National Park at our company provided campsite. Role requires availability to work weekends. Ferry transportation to/from the island is included and paid for by the company. Food is not provided but basic cookware and propane is available free of charge. Wifi is also available while working and living remotely within the Channel Islands National Park.

**Sick Pay:** 5 days of paid sick leave per year. Sick days accrue at 1hr per 30hrs worked up to a maximum of 40 hours per year. See employee handbook for further details.

**Paid holidays:** If you are working within the Channel Islands National Park on a federal holiday you will receive overtime pay (time and a half pay).

**401k:** After 1 year of employment & working at least 1,000 hours we have a company 401(k) program that all eligible employees can opt to join which includes up to a 4% company match.

**Terms:** This is an at will agreement which may be terminated by either party at any time. Review of performance as necessary.

I certify that I have read and understand the responsibilities assigned and company policies that apply to this position. I understand the unique competitive business environment in which SBACo operates as a NPS concessionaire and agree to hold any information about SBACo's operations, future plans and permit applications strictly confidential.

Employee Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date \_\_\_\_\_