



Visitor Host for Newberry National Volcanic Monument (Bend)

Lava Lands Visitor Host assists Deschutes National Forest in providing an exciting and enjoyable experience for visitors at Newberry National Volcanic Monument. This position is for Lava River Cave and Lava Lands Visitors Center.

Compensation: Starting \$14.50

Work Schedule: April 25, 2022 - September 15, 2022, 21-40 hours per week. (May vary)

***** Must be available to work weekends*****

Responsibilities Include:

- Providing outstanding customer service and ensuring that visitors are served promptly, courteously and satisfactory.
- Confidence in selling retail products and recreation passes.
- General cash register, credit card machine and overall sales operation including opening and closing procedure.
- Accurate End of day accounting of retail and pass sales
- Distributing LED lights to guests.
- Entering the cave with Forest Service staff.
- Ensuring that all DYF (DYNW) property is adequately secured against loss.
- Ensuring merchandise is properly cared for and displayed in a neat, attractive manner and well stocked for sales.

Personal Attributes:

- Familiarity of visitor attractions on Newberry National Volcanic Monument and Deschutes National Forest Service.
- Personal integrity, initiative, and foresight.
- **Ability to maintain a positive and productive rapport with customers, team members and professional associates.**
- Ability to communicate effectively, both orally and in writing.
- Ability to think critically, solve problems creatively, and adapt to change.
- Ability to stand for long periods of time.
- Ability to work in all elements of weather

Other:

- All DYNW sales areas are operated according to the terms of a contract with the public land agency to which the site belongs for the purpose of promoting and supporting the agency's educational and interpretive efforts.
- All DYNW activities are directly or indirectly dedicated to serving this purpose
- Position is located on Federal property and requires a high level of cooperation with agency staff.
- **All employees will be expected to follow additional COVID-19 safety protocols.**

Submit resume and cover letter to gail.whelan@discovernw.org. Please, no phone calls and we ask that you do not contact any Forest Service, Newberry National Volcanic Monument or Discover Your Northwest personnel regarding this position.

Discover Your Forest Hiring Commitments

It is the policy of Discover Your Forest (DYF) to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law.

We recognize that a white dominant culture exists within our organization. Our collective staff, Advisory Council and volunteer team does not represent the full diversity of Central Oregon, and this is problematic. Discover Your Forest is committed to attracting and retaining a diverse staff; we pledge to honor others' experiences, perspectives, and unique identities. We want to provide the opportunity for all candidates to reach their full potential within our organization. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the public, identify challenges, and to discover, design and deliver solutions. Together, we are striving to create and maintain working and learning environments that are inclusive, equitable and welcoming.

As we recruit, interview, and onboard new staff, interns, and volunteers, we are committed to the following actions to make our process as inclusive, equitable and welcoming as possible.

Recruiting, interviewing, and hiring:

- Ensuring DYF staff and other potential hiring committee members have participated in an implicit bias training.
- Using inclusive language in all our job postings and descriptions.
- Creating evaluation criteria that reflects the job posting and avoids bias.
- Circulating job postings via diverse hiring websites, listservs, and networks.
- Securing diverse interview panelists to create a welcoming inclusive interview experience.
- Developing inclusive interview questions to equitably assess each candidate's qualifications.
- Justice, Equity, Diversity, Accessibility and Inclusion (JEDAI) questions as part of all interviews and weighting responses in Candidate evaluation forms.
- Ensuring we are auditing and mitigating our bias throughout the interview process (e.g. questioning assumptions or conclusions made, considering our privilege, etc.).
- Utilize the Candidate evaluation form to minimize bias and assess each candidate equitably.

Onboarding:

- Providing comprehensive office tours and introductions to build comfort with our workplace surroundings.
- Providing needed workstation modifications
- Sharing existing resources related to organizational or field-wide resource and affinity groups.
- Identifying, sharing, and respecting preferred pronouns.
- Providing safe and/or anonymous spaces to report challenges and/or negative experiences.