



## JOB DESCRIPTION

1111 Second Street • Crescent City, CA 95531 • (707) 488-2069

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*Our mission is to foster understanding, enjoyment, and stewardship by providing support to our partner agencies that are entrusted with the care of northern California's public lands.*

**Position:** North District Manager

**Department:** Retail

**Starting Wage:** \$22.00 Hourly

**Reports To:** Director of Retail

**FLSA Status:** Non-Exempt

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### Job Summary:

The North District Manager position is primarily responsible for supervising and leading north district sales staff in park stores. This position will be primarily stationed at RPC's warehouse located in Crescent City, but will be expected to make frequent visits to all north district park stores to support retail staff and enhance relationships with our park partners. This position reports directly to the Director of Retail Operations.

This is a full-time (40 hours per week), permanent position with benefits in a drug-free, smoke-free workplace. The position is in accordance with the Redwood Parks Conservancy Employee Handbook.

### ESSENTIAL JOB FUNCTIONS:

1. Assists Director of Retail Operations with hiring and scheduling of RPC staff for the north district.
2. Provides training, support, and positive motivation to employees within the north district.
3. Completes site visits to all assigned locations each week and reports any potential concerns to the Director of Retail Operations. Site visits must also spend ample time with staff and partners, providing additional training, support, and motivation.
4. Be available to resolve district employee issues or concerns.
5. Manages staff concerns and resolves workplace conflict in a professional and compassionate manner, under the direction of the Director of Retail Operations.
6. Serves as the primary point of contact for north district sales staff, as well as a communication bridge between sales staff and the Director.
7. Ensures that sales staff in the north district maintain a positive and collaborative relationship with partner agency employees and volunteers.
8. Communicates directly with partner agencies, when necessary, to coordinate scheduling of staff and volunteers.
9. Conducts weekly cycle counts in visitor centers

10. Works in park stores, including cashier duties, as needed by business demands or staff absences.
11. Assists with data entry of sales from POS system into Accounting programs; Compiles and deposits all firewood monies from all campgrounds.
12. Maintains inventory control of RPC uniforms and disbursement to staff.
13. Assists with the distribution requirements of the warehouse to all store locations.
14. Maintains and adheres to proper procedures as directed by the Director of Retail Operations. Offers suggestions to improve distribution or park store operations.
15. Maintains constant communication with the Director regarding all issues concerning product status, stock levels at park stores, and quality of products.
16. Lifts and moves boxes, cartons, or tubs weighing up to 40 lbs. May handle firewood, including selling and moving.
17. Ensures that all equipment is operational and notifies management of any issues.
18. Maintains a clean, safe, and professional environment in sales spaces including janitorial cleaning duties.
19. Assists in conducting physical inventories at the warehouse and park stores.
20. Performs other duties as assigned by the Director of Retail Operations or Executive Director.

**OTHER JOB FUNCTIONS:**

1. Attends regular staff meetings as a productive and engaged member of the RPC team.
2. Assists the Director in identifying potential performance incentives for sales staff.
3. Answers phone calls and emails in a professional manner.

**SKILLS & ABILITIES:**

1. Excellent interpersonal skills and professional demeanor; strong ability to work effectively with all levels of management, staff, park partners, visitors, and all suppliers.
2. Knowledge of Redwood National and State Parks and other neighboring public lands.
3. Ability to work independently, in a team environment with minimal supervision at times.
4. Ability to proactively engage visitors with the intent to promote sales and provide information.
5. Willing to work in an ever-changing environment, to meet changing demands.
6. Willing to work varied hours, including nights, weekends, and holidays if needed.
7. Serve as a role model for other staff.
8. Ability to be highly dependable and at work on time during a 40-hour work week.
9. As the primary leader of the district, be willing to react to work during scheduled days off, if the need arises.

**PHYSICAL ABILITIES:**

1. Able to sit or stand for several hours at a time.
2. Able to constantly kneel, bend, and twist to move product in a warehouse or store setting.
3. Able to pull, push, or carry objects weighing 40 lbs., with occasional heavier weight.

**MINIMUM QUALIFICATIONS:**

1. Ability to meet the physical abilities noted above.
2. Previous retail experience required. Management experience highly desired.
3. California Driver's License and proof of insurance.
4. Ability to pass a background check to be allowed to work within a public-school building.
5. Reliable transportation to be at work when scheduled.
6. Willing to work in a somewhat remote location, with minimal supervision.