



## ARKANSAS HEADWATERS RECREATION AREA EMPLOYMENT OPPORTUNITY

<b>Position Title</b>	<b>Visitor Services Technician</b>
<b>Position Type</b>	<b>Seasonal Six Months, 40 hours per week</b>
<b>Location</b>	<b>Arkansas Headwaters Recreation Area, Salida</b>
<b>Compensation</b>	<b>From \$8.50 per hour</b>
<b>Apply By</b>	<b>March 2, 2012</b>

Background: Arkansas Headwaters Recreation Area (AHRA) is a river-based park that encompasses 150 miles of river corridor between Leadville and Lake Pueblo State Park. It is co-managed by Colorado Parks and Wildlife and the Bureau of Land Management. The Arkansas River is the most commercial rafted river in the United States. The most common activities on the park are river rafting (commercial and private), kayaking, fishing, camping, sightseeing, hiking, mountain biking and gold panning.

**Housing (If Available) - Individuals over 21 must pay a nominal fee.**

### **DUTIES:**

A customer service based position that involves working in a visitor center greeting visitors, or may be assigned to work in the field in specialized duties as some parks. Daily interaction with park visitors requires effective communication and public relations skills. Specific Duties may include:

- Staff the park entrance station/visitor center.
- Provide information and assistance to visitors (distributes maps/ brochures, orients visitors to park facilities and amenities, promotes education programs, educates on State Park regulations, etc.)
- Provide information to the boating and non-boating public.
- Sell parks passes, permits, books, maps, clothing, firewood, and other novelties
- May sell gift certificates, search and rescue cards, boat registrations, OHV registrations and snowmobile registrations, fishing and hunting licenses and recreational mining permits at some locations.
- May operate a cash register at some locations.
- Answering of telephones and transferring/taking messages.
- Photo-copying and filing
- Collects revenue, completes shift report and balances shift box at end of each shift.
- May prepare campground reservations forms and documents.
- May document and report visitor complaints.
- Compile data regarding revenue, visitation, site use, etc. and complete reports.
- Cleaning and light maintenance duties of interior and exterior of visitor center and offices. Including litter pick up.



- Accurate counting and recording of all private and commercial boats on the Arkansas River.
- Verification of boating use on rationed sections of river.
- May assist with special events or programs within the park.
- Other duties as assigned.

#### **REQUIREMENTS:**

- Must be at least 16 years of age.
- Must have a valid drivers' license or reliable transportation
- Must be able to work weekends, holidays, and varied shifts.
- Previous experience handling money and working with the public is helpful.
- Experience with Microsoft Office Suite (MS Word, Excel). Enter data into spreadsheets.
- May need to undergo criminal background investigation.
- First Aid and CPR certifications may be required for some positions.
- One-day swift water first responder rescue class may be required
- Miscellaneous: 40 hours per week
- Applications may be received from and submitted to: Arkansas Headwaters Recreation Area.
- Possess strong interpersonal communication skills
- Ability to work with little supervision
- May be required to work the visitor center/entrance station for an 8 hour shift and take lunch in the station.
- Must possess strong interpersonal skills.

#### **Other:**

- Count Crew Work Leader position may also be hired. This position will perform some or all of the above duties plus: schedule other count crew members.

#### **Uniforms**

The park may provide some uniform items. Employee will be required to purchase limited uniform items at their own expense.

#### **WORK ACTIVITIES**

**Interacting with Computers** – Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information  
**Communicating with Supervisors, Peers, or Subordinates** – Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person

**Processing Information** – Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

**Making Decisions and Solving Problems** – Analyzing information and evaluating results to choose the best solution and solve problems.

**Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.



**Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.

**Identifying Objects, Actions, and Events** – Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

**Analyzing Data or Information** — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.

**Organizing, Planning, and Prioritizing Work** - Developing specific goals and plans to prioritize, organize, and accomplish your work

**Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

**Thinking Creatively** — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions

**Interpreting the Meaning of Information for Others** – Translating or explain what information means and how it can be used.

## **WORK CONTEXT**

**Electronic Mail** – How often do you use electronic mail in this job? [Very often](#)

**Freedom to Make Decisions** – How much decision making freedom, without supervision, does the job offer? [A great deal within confines of duties](#)

**Structured versus Unstructured Work** – To what extent is this job structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals? [Structured with some independence](#)

**Telephone** – How often do you have telephone conversations in this job? [Very Often](#)

**Spend Time Sitting** — How much does this job require sitting? [50%-75%](#)

**Face-to-Face Discussions** – How often do you have face-to-face discussions with individuals or teams in this job? [Daily](#)

**Importance of Being Exact or Accurate** — How important is being very exact or highly accurate in performing this job? [Very important](#)

## **FOR APPLICATIONS AND INFORMATION CONTACT:**

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