Job Description

Job Title: Visitor Information Station Manager
Job ID: 12519
Project Name: IfA-MKSS
Full/Part Time: Full-Time
Regular/Temporary: Regular

Regular, Full-Time, RCUH Non-Civil Service position with the Mauna Kea Observatories Support Services (MKSS), located at Mauna Kea on the island of Hawaii. Continuation of employment is dependent upon program/operational needs, satisfactory work performance, availability of funds, and compliance with applicable Federal/State laws.

MINIMUM MONTHLY SALARY: $3,416/Mon.

DUTIES: Manages and directs all aspects of the Visitor Information Station (VIS), including interpretive and stargazing activities, the bookstore operation, summit patrols, road closures and emergencies. Coordinates all MKSS activities and projects through coordination with other MKSS departments, observatory staff, commercial operators and visitors. Supervises the Visitor Information Station staff and volunteers to include scheduling, evaluations, training, and disciplinary action. Supervises daily Ranger operations in the absence of the Chief Ranger. Trains VIS staff to properly carry out interpretive guide activities, stargazing programs, safety guidelines, bookstore operations and emergency response. Monitors mountain weather conditions and coordinates staff road inspections to advise the observatories and road maintenance crews. Assigns staff for road closures and other non-regular duties. Upgrades VIS infrastructure and equipment to improve existing programs and to create new programs.

PRIMARY QUALIFICATIONS: EDUCATION: Bachelor’s Degree from an accredited four (4) year college or university in business, management, natural science, or other appropriate discipline.

EXPERIENCE: Minimum of four (4) years experience managing an operation that involves services to the public, retail sales, education, or other fields that are applicable to this position. One to three (1-3) years of supervisory experience.

ABIL/KNOW/SKILLS: Knowledge of standard word processing, database, and email computer programs. Basic knowledge about astronomy, telescopes, and the night sky. Ability to effectively manage personnel and make logical decisions. Must be able to communicate clearly to both novices and scientists. Must be able to learn the astronomy, culture, and natural history that makes Mauna Kea unique. Must be able to respond appropriately in emergency situations. Must possess a valid driver’s license and a clean driver’s abstract. Ability to drive a 4-wheel drive vehicle with manual transmission. Post Offer/Employment Conditions: Must be able to pass a post offer criminal background check. PHYSICAL/MEDICAL REQUIREMENTS: Able to work continuously at 9,300 ft. altitude and occasionally at 14,000 ft. Heavy lifting and ability to carry over forty-five (45) pounds. Post Offer/Employment Conditions: Must be able to pass a post offer high-altitude medical examination on an ongoing basis (which includes a substance abuse test).

SECONDARY QUALIFICATIONS: Master’s Degree from an accredited college or university in an applicable field. Experience with volunteer programs. Experience in the tourism industry and/or experience managing a retail operation similar to the bookstore. Experience working at high altitude, or more specifically, Mauna Kea. Knowledge of RCUH Personnel and Procurement procedures. Experience and/or course work in astronomy, Hawaiian culture, or natural history.

INQUIRIES: Stewart Hunter 974-4205 (Hawaii).
APPLICATION REQUIREMENTS: Please go to www.rcuh.com, click on “Employment”; select “Apply” and navigate to “See Job Announcements and/or Apply for a Job.” You must submit the following documents online to be considered for the position: 1) Cover Letter, 2) Resume, 3) Salary History, 4) Supervisory References, 5) Copy of Degree(s)/Transcript(s)/Certificate(s). All online applications must be submitted/received by the closing date (11:59 P.M. Hawaii Standard Time/RCUH receipt time) as stated on the job posting. If you do not have access to our system and the closing date is imminent, you may send additional documents to rcuhr@rcuh.com. If you have questions on the application process and/or need assistance, please call (808)956-8344.

EEO/AA Employer.

Please apply before 11/02/2012