



Heart Lake Program Center
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Lake Placid, NY
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HIGH PEAKS INFORMATION CENTER INFORMATION COORDINATOR

ADK (Adirondack Mountain Club) works to protect New York State wild lands and waters by promoting responsible outdoor recreation and building a statewide constituency of land stewardship advocates. Since 1922, the organization has worked to increase access to the backcountry by building trails, conserving natural areas, and developing a stewardship community that supports the ethical and safe use of New York's outdoor spaces. A member, donor, and volunteer-supported organization, ADK reaches across New York through its 27 chapters to inspire people to enjoy the outdoors ethically.

POSITION SUMMARY

ADK seeks an enthusiastic and detail-oriented individual to assist with daily operations of the High Peaks Information Center (HPIC), its parking booth, and trailhead parking lots.

The High Peaks Information Center Information Coordinator is responsible for providing a friendly and welcoming experience to visitors; providing accurate information on trail conditions and local regulations; encouraging responsible recreation practices and promoting Leave No Trace outdoor skills and ethics; providing timely responses to visitor information requests via phone and email; assisting with seasonal staff & volunteer trainings; managing and updating a year-round information database of outdoor opportunities; maintaining stock of educational information and pamphlets; assisting with retail inventory management, ordering, and sales; and ensuring an overall positive guest experience.

This position also is responsible for coordinating with ADK's Communications team to ensure timely and accurate website and social media updates regarding trail conditions, etc. In addition, the HPIC Information Coordinator may be called upon to act as a liaison between our visitors and the backcountry forest rangers, facilitating communication of critical information to the rangers during search and rescue operations.

KEY RESPONSIBILITIES

Communication & Information Database– 20%

- Ensures a timely response to all information requests to the HPIC via phone and email.
- Provides detailed trip planning information and encourages low impact recreation practices in conjunction with rules and regulations specific to Wilderness and Wild Forest areas across the Adirondacks.
- Builds and maintains a year-round information database of outdoor opportunities throughout the Adirondack Park suited to visitors of all comfort and ability levels outdoors.
- Ensures digital and physical pamphlets are stocked and available to provide up to date information based on visitors needs and interests.
- Serves as a liaison between HPIC and other departments to share pertinent information specific to HPIC operations.

Information & Customer Service – 40%

- Provide a welcoming atmosphere for visitors recreating from the Heart Lake Program Center
- Provide up to date trail information and conditions
- Help visitors choose outdoor experiences based on their needs and interests
- Promote Leave No Trace and responsible recreation practices
- Educate visitors on rules and regulations specific to the High Peaks Region
- Assist with management and renting of equipment: bear resistant food canisters and trekking poles
- Communicate with DEC in cases of backcountry emergencies
- Promote membership and further involvement with ADK

Retail – 20%

- Responsible for researching, buying, receiving, storing, display and inventory of merchandise and food & beverage in coordination with the Lake George Retail Staff and following ADK's merchandise policy.
- Analyze sales trends to make informed purchasing decisions.
- Check in orders, process invoices and communicate with product vendors.
- Responsible for assisting with physical inventory counting and data input.

Leadership– 20%

- Responsible for assisting with the efficient operation of the High Peaks Information Center including the retail operation, rental equipment, information center, parking lots, and rest room facilities.
- Trains seasonal staff
- Promotes a positive and service orientated attitude among HPIC crew that is welcoming to ADK's target audiences.
- Ensures proper documentation and processing of membership forms.

QUALIFICATIONS

Basic:

- A passion for outdoor education and a commitment to the mission, values, and vision of the Adirondack Mountain Club
- Self-driven and comfortable working both independently and with a team
- Strong organizational skills and attention to detail to manage projects
- Provide visitors with information in a way that empowers them in their outdoor experience
- College education in communication or related field and/ or experience working in an outdoor retail operation.
- Strong people skills, with an ability to work with a wide variety of ages and experience levels.
- Excellent communication and organizational skills.
- Proven ability to plan independently, organize, schedule, coordinate and make decisions and judgment relating to assigned responsibilities.
- Ability to prioritize and multi-task.

Preferred:

- 1-2 years of experience in customer service management
- 1-2 years of experience in retail management
- Extensive experience hiking and backpacking, especially in the High Peaks region

BENEFITS AND COMPENSATION

Reports to: High Peaks Information Center Manager, High Peaks Information Center Assistant Manager

Classification: Full-time, non-exempt

Salary/Wage: \$14.50/hour

Benefits: Paid vacation and holidays; matching contribution to a 403b retirement plan; health, vision and dental insurance; paid certification in Wilderness First Responder (WFR) ; Leave No Trace Master Educator Training; free ADK workshops, discounts on store merchandise and rental equipment.

ORGANIZATIONAL STATEMENT

As an organization, we appreciate a diverse set of skills and candidates eager and willing to grow and learn with our organization. As such, our job descriptions are general overviews, not a mandatory comprehensive list. If you feel passionate about our efforts and believe that you have the skills and aptitude to succeed in this role, we want to hear from you.

ADK affirms its commitment to equal employment opportunity for all individuals. Decisions about recruiting, hiring, training, promotions, compensation, benefits, and all similar employment matters are made in compliance with all federal, state and local laws and without regard to race, color, religion, gender, ethnic or national origin, age, physical or mental disability, sexual orientation, gender identity, familial status, military status or any other classification protected by federal or state law. Any discrimination in the workplace against persons protected by equal employment opportunity laws is illegal and against policy.