



Heart Lake Program Center
1002 Adirondack Loj Road
Lake Placid, NY
518-523-3441 | jobs@adk.org

HIGH PEAKS INFORMATION CENTER STAFF

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

Throughout the season, the High Peaks Information Center Staff is responsible for interacting directly with the high volume of visitors to the Heart Lake Program Center, providing accurate information on trails, conditions and local regulations, encouraging responsible recreation practices, renting equipment, assisting with retail sales, keeping the facilities clean, and talking about how ADK helps to protect the Adirondacks through education and stewardship.

In addition, staff may be called upon to act as a liaison between visitors and the backcountry forest rangers, facilitating communication of critical information to the rangers during search and rescue operations.

The High Peaks Information Center staff is responsible for providing a friendly and welcoming experience as visitors arrive at the parking booth, directing them where to go, and communicating with ADK's Trailhead Stewards about availability of trailhead parking.

KEY RESPONSIBILITIES

Information and Customer Service – 30%

- 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, interests, and current conditions
- 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, trekking poles, and spikes
- Answer phones to assist with trip planning
- Communicate with DEC in cases of backcountry emergencies
- Promote membership and further involvement with ADK

Retail – 30%

- Open and close the HPIC including end of day cash outs

- Operate a cash register
- Become familiar with retail offerings to promote sales
- Assist with checking in orders and labeling merchandise
- Provide information on gear items we sell, and at times demonstrating them
- Re-stock, straighten and face merchandise on the sales floor

Parking Operations – 20%

- Provide a welcoming experience for all visitors passing by the parking booth
- Collect parking fees
- Direct visitors to trailhead parking, guest accommodations, education programming and deliveries
- Communicate via radio with Trailhead Steward about availability of trailhead parking
- Assist with parking vehicles and communicate via radio with parking booth staff

Facilities Upkeep/Cleaning – 20%

- Clean restroom facilities 3 times daily
- Maintain stock of cleaning items
- Other daily and weekly cleaning tasks to keep interior and exterior of building clean
- Make bags of ice

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
- Ability to work in a fast-paced high stress environment with visitors who have diverse backgrounds and skill/comfort levels outdoors
- Strong interpersonal and communication skills to facilitate difficult conversations
- Strong organizational skills and attention to detail for managing equipment rentals
- Experience running a cash register, checking in orders and restocking products
- Desire to explore trails and other recreation opportunities to provide visitors with accurate and current trail information
- Ability to promote LNT and responsible recreation practices to protect the resources and cultivate a positive visitor experience
- Provide visitors with information in a way that empowers them in their outdoor experience

Preferred:

- 2-3 years of experience in a customer service setting
- 2-3 years of experience in a retail setting
- Prior professional experience within outdoor education
- Previous experience hiking and backpacking, especially in the High Peaks region

BENEFITS AND COMPENSATION

Reports to: HPIC Manager, HPIC Assistant Manager

Supervises: N/A

Classification: Full-time, Seasonal, Non-exempt

Dates: April/May – Mid-October

Salary/Wage: \$15.00/hour

Benefits: Paid sick time

Perks: Free ADK membership; option for Leave No Trace Trainer workshop; free ADK workshops; discounts on store merchandise and rental equipment; professional experience within outdoor education and conservation.

Housing: Shared on-site housing available at Heart Lake Program Center with three meals a day for a small deduction.

APPLICATION QUESTIONS

The following questions appear in our [online job application form](#):

- Why would you like to work at the Adirondack Mountain Club? Specifically, what attracted you to this position and what skills are you hoping to gain?
- Provide your previous experience as an educator and/or interacting with the public.
- Describe your familiarity with the Adirondack Park ecology and/or trail networks, particularly around the High Peaks region.
- Tell a story about a challenging experience that you had in the outdoors.
- The Adirondack Mountain Club is a collaborative organization that relies on teamwork. Many of our staff also live in communal housing. What positive qualities would you bring to our team?
- What are we missing? This is an opportunity for you to add your personal story or perspective. Take a moment to explain any additional experiences, attributes, or abilities you feel add to your qualifications.

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.