



Heart Lake Program Center  
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Lake Placid, NY  
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## **HIGH PEAKS INFORMATION CENTER (HPIC) MANAGER**

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.

### **ABOUT THE HPIC**

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The High Peaks Information Center (HPIC) is a year-round information center located at ADK's Heart Lake Program Center, a major trailhead to the High Peaks Wilderness of the Adirondack Park. It encompasses a 200-car parking lot and educates close to 80,000 people a year. The HPIC is a resource for hikers, backpackers, snowshoers, cross-country skiers and other recreationists. HPIC staff help with trip planning, gear recommendations, regional weather information, trail conditions and more.

The HPIC provides a supportive atmosphere for visitors wishing to explore the region. The HPIC sells guidebooks and maps as well as last-minute backcountry items—batteries for your flashlight, First-Aid kits, insect repellent, trail mix, and so on. ADK also rents bear canisters, trail crampons and snowshoes.

### **POSITION SUMMARY**

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ADK seeks an enthusiastic and detail-oriented individual to run and maintain ADK's High Peaks Information Center (HPIC). This role involves oversight of the HPIC, its parking booth and trailhead parking lots.

As a member of a collaborative interpretive facilities management team, this manager primarily focuses on the daily operations of the HPIC but may occasionally be asked to support the Cascade Welcome Center. This position is responsible for the hiring, training and management of seasonal staff & volunteers and ensures a positive visitor experience.

The High Peaks Information Center Manager is also responsible for delivering high quality interpretive messaging and providing a friendly and welcoming experience to visitors providing accurate information on trails, conditions, and local regulations, encouraging responsible recreation practices and promoting Leave No Trace outdoor skills and ethics, managing rental equipment, overseeing retail sales and keeping the facilities clean.

In addition, the HPIC Manager 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**

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### **Management – 40%**

- Responsible for the efficient operation of the High Peaks Information Center including the rental equipment, information center, parking lots, and rest room facilities.
- Hire and train seasonal staff
- Organize scheduling and time off for crew within specific payroll constraints such as overtime hours or part time employees
- Coordinate with ADK's Operations Director regarding letters of hire, onboarding staff, and approval of hours.
- Promote a positive and service orientated attitude among HPIC crew that is welcoming to ADK's target audiences.
- Check-in with staff often and provide support staff in a way that encourages open communication and reduced stress in the workplace.
- Lead by example for the crew demonstrating consistent professionalism, punctuality and taking initiative on assigned tasks.
- With the support and collaboration with the Deputy Education Director, address staff concerns, insubordination or other workplace issues in a way that is timely, well documented, confidential, and appropriate to individual circumstances.
- Attend important collaborative team meetings and follow through with time sensitive tasks.

### **Information & Customer Service – 35%**

- 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 etc.
- Answer phones to assist with trip planning
- Communicate with DEC in cases of backcountry emergencies
- Promote membership and further involvement with ADK
- Supplemental duties/responsibilities to support other club operations/functions as requested: School Programs, Guided Hikes, LNT Courses or other Skills Workshops

### **Trailhead Stewardship Program – 15%**

- Responsible for working with ADK's Deputy Director of Stewardship on scheduling, training and management of ADK's Trailhead Stewardship Program volunteers.
- Responsible for communicating with trailhead stewards prior to arrival, helping them get settled in upon arrival and further training on site.
- Responsible for evaluating volunteers and utilizing their feedback to improve the program.
- Analyze data to make informed decisions for the future of the program

## **Retail – 10%**

- Responsible for coordinating and communicating with ADK's Retail Coordinator and assist researching, buying, receiving, storing, display and inventory of merchandise and food & beverage following ADK's merchandise policy.
- Support the management of ADK's point of sale system (Lightspeed/VEND) and lead by example with ADK's standard operating procedure (SOP's).
- Responsible for assisting with physical inventory counting and data input.
- Manages inventory of year-round rental equipment: bear canisters, trekking poles, trail crampons, snowshoes and cross country skis.

## **QUALIFICATIONS**

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### 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
- A high tolerance for working with a large volume of visitors while maintaining a positive, encouraging attitude.
- Provide visitors with information in a way that empowers them in their outdoor experience
- College education in related field and/or experience working in the outdoor industry.
- Supervisory skills including the hiring, training, evaluating and recognition, along with delegation, motivation, follow-up and direction to support staff.
- Administrative skills including budget planning and record keeping skills.
- 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.

### Preferred:

- 2-3 years of experience in customer service management
- 2-3 years of experience in education and/or interpretation
- Extensive experience hiking and backpacking, especially in the High Peaks region of the Adirondack Park

## **BENEFITS AND COMPENSATION**

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Reports to: Deputy Education Director

Classification: Full-time, non-exempt

Salary/Wage: \$21/hour

Benefits: Paid vacation and holidays; matching contribution to 403b; health, vision and dental; paid certification in Wilderness First Aid (WFA); Leave No Trace Level 2 instructor certification; free ADK workshops, discounts on store merchandise and rental equipment.

## **ORGANIZATIONAL STATEMENT**

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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.