



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

The Adirondack Mountain Club (ADK) 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 25 chapters to inspire people to enjoy the outdoors ethically.

### **POSITION SUMMARY**

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ADK seeks an enthusiastic and detail-oriented individual to help run and maintain the High Peaks Information Center (HPIC), its parking booth, and trailhead parking lots.

The HPIC Manager is responsible for hiring and training seasonal staff and working with the Interpretive Manager to ensure proper training of volunteers.

The HPIC Manager is also responsible for coordinating retail ordering and operations, managing rental operations, and facility upkeep.

The HPIC Manager is responsible for providing a friendly and welcoming experience to visitors, providing accurate information on trails, conditions, local regulations, encouraging responsible recreation practices, and promoting Leave No Trace wilderness ethics.

In addition, the HPIC Manager may be called upon to act as a liaison between our visitors and New York State Department of Environmental Conservation (DEC) staff and forest rangers, communicating critical information to the rangers during search and rescue operations.

### **KEY RESPONSIBILITIES**

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#### **Retail – 35%**

- Responsible for researching, ordering, receiving, merchandising, and inventory management of merchandise and food and beverage, following ADK's merchandise policy.
- Analyze sales trends to make informed purchasing decisions and communicate with product vendors while coordinating with Director of Business Operations to stay within budgetary guidelines.
- Coordinate with the Communications Director to develop a marketing plan to promote the information center and retail operations.
- Assist with physical inventory counting and data input.
- Attend trade shows to meet with vendors and explore new products.

### **Management – 35%**

- Responsible for the efficient operation of the High Peaks Information Center, including the retail operation, rental equipment, information center, parking lots, and restroom facilities.
- Hire and train seasonal staff.
- Organize scheduling and time off for crew.
- Promote a positive and service-oriented attitude among HPIC crew that is welcoming to ADK's target audiences.
- Supplemental duties/responsibilities to support other club operations/functions as requested: Guided Hikes, Leave No Trace Courses, or other Skills Workshops.

### **ADK Trailhead Stewardship Program – 10%**

- Responsible for communicating with ADK's Trailhead Stewardship Program volunteers and being the person of contact for day-to-day operations of the program, furthering training as necessary.
- Responsible for evaluating volunteers and utilizing their feedback to improve the program.
- Working with the Interpretive Manager to analyze data to make informed decisions for the future of the program.

### **Information & Customer Service – 20%**

- Provide a welcoming atmosphere for visitors recreating from the Heart Lake Program Center.
- Promote membership and further involvement with ADK.
- Provide up-to-date trail information and conditions.
- Help visitors choose outdoor experiences based on their needs and interests.
- Promote Leave No Trace wilderness ethics and responsible recreation practices.
- Educate visitors on rules and regulations specific to the High Peaks Wilderness Complex.
- Educate visitors on the correct usage of rental equipment.
- Answer phones to assist with trip planning.
- Communicate with DEC in cases of backcountry emergencies.

## **QUALIFICATIONS**

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### Required:

- A passion for outdoor education and a commitment to the mission, values, and vision of the Adirondack Mountain Club.
- Four years of education in business or related field and/or experience managing or leadership role of an outdoor retail operation.
- Supervisory skills including the hiring, training, evaluating and recognition, along with delegation, motivation, follow-up, and direction to support staff.
- Strong administrative skills with attention to detail, and record keeping, personnel scheduling, project management, and interdepartmental coordination.
- Self-driven and comfortable working independently to lead a team.

- Able to provide visitors with information in a way that empowers them in their outdoor experience.
- Strong people skills, with an ability to work with a wide variety of ages and experience levels.
- Ability to navigate busy days and a large volume of visitor interactions.

Preferred:

- 2–3 years of experience in customer service management.
- 2–3 years of experience in retail management.
- 2–3 years of experience in interpretation, outdoor education, or education field.
- Extensive experience hiking and backpacking, especially in the High Peaks Wilderness Complex.

## **BENEFITS AND COMPENSATION**

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Reports to: Director of North Country Business Operations and Senior Director of Facilities and Programs.

Classification: Full-time, non-exempt

Salary/Wage: \$23.50/hour

Benefits: Paid vacation and holidays; matching contribution to 403b; health, vision, and dental; opportunity for certification in Wilderness First Responder (WFR); Leave No Trace Level II Instructor workshop; 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.