

## **JOB DESCRIPTION**

POSITION: Assistant Manager of Visitor Experience  
REPORTS TO: Senior Manager of Visitor Experience  
CLASSIFICATION: Exempt | Full-time  
LOCATION: Avalon  
UPDATED: 05/23/2025

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## **POSITION SUMMARY**

The primary objective of Visitor Experience is to ensure exceptional guest experiences which are aligned with the mission and goals of the Catalina Island Conservancy. The Assistant Manager of Visitor Experience is responsible for supporting the management and daily operations of the Trailhead and Garden Booth staffed by the Eco Tour Adventure Guides, Wildlands Express Drivers, Visitor Experience Coordinators, and Interpretive Guides. This position assists Trailhead leadership in delivering exceptional guest programs, while ensuring high standards of quality and professionalism.

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## **LOCATION**

On-site role based in Avalon on Catalina Island.

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## **KEY RESPONSIBILITIES**

- Maintain a positive, high-quality visitor experience
- Ensure staff deliver friendly service, informative guest interactions, and memorable moments that highlight the Conservancy's mission.
- Supervise and guide staff to provide quality guest experiences that highlight the Conservancy's history and other relevant educational content.
- Ensure all protocols, rules, and guidelines are followed by staff.
- Assist with inventory management, including receiving, cycle counts, and audits.
- Unlock and lock the Trailhead building.
- Support the Senior Manager of Visitor Experience with reporting, system management, and inventory processing and counting related to retail and activity sales systems.
- Demonstrate proficiency in LightSpeed and PeekPro systems, resolving issues as needed and coordinating with IT staff for system maintenance.
- Assist with daily operations and standards for the Trailhead and Garden Booth to ensure guest satisfaction and maximize profitability.
- Adapt to a dynamic environment with changing priorities while supporting the Senior Manager of Visitor Experience.

- Assist with inventory receiving, cycle counts, and audits.
  - Open and close cashier banks at the Trailhead.
  - Ensure all public and private areas are clean, safe, and well-organized.
  - Other duties as assigned.
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## **PHYSICAL REQUIREMENTS**

- Ability to stand for a full 8-hour shift.
  - Must be able to walk, climb, bend and stoop throughout the shift.
  - Ability to lift, walk with and relocate items up to 30 pounds.
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## **QUALIFICATIONS**

### **Skills & Abilities**

- Must have exceptional customer service skills.
- Must have proven leadership skills and success in a team-first environment.
- Ability to troubleshoot systems related to retail sales, activity system and associated hardware.
- Proven ability to train employees in the proper use of equipment and provide guidance on suggested safety equipment.
- Basic math and cash handling skills.
- Must have knowledge and an understanding of budgetary concepts and procedures.
- Must have the ability to work with little or no supervision.
- Ability to establish objectives and priorities, manage time, problem-solve, communicate needs, and complete assignments.
- Proficiency with Microsoft Office Suite (especially Word, Excel, and PowerPoint), accurate typing skills, and comfort navigating internet-based systems.
- Ability to work a flexible schedule including nights, holidays, and weekends.
- Exceptional oral and written communication skills, as well as presentation skills.
- Must have a valid driver's license.
- Maintain current certificates in CPR/AED/First Aid.

### **Education & Experience**

- College degree preferred, or equivalent years of experience.
  - At least 2 years of guest experience management with significant experience in retail.
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## **COMPENSATION & BENEFITS**

ESTIMATED STARTING SALARY RANGE:

\$66,575 - \$70,000 annually, based on skills and experience.

We're proud to support the health and wellbeing of the people we employ. We offer a competitive, comprehensive benefits package that includes healthcare coverage, flexible spending accounts, 403(b) plan with a 3% employer contribution and a 5% match — fully vested after 2 years, accrued paid time off, life insurance, disability coverage, an employee assistance program, professional development, and other benefits that support work-life balance.

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## **EQUAL OPPORTUNITY COMMITMENT**

Catalina Island Conservancy is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, ancestry, disability status, genetics, marital status, medical condition, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

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## **HOW TO APPLY**

Please send a resume and cover letter to [jobs@catalinaconservancy.org](mailto:jobs@catalinaconservancy.org), listing the job title in the subject line. We are not able to accommodate in-person visits for job applicants. All applications must be submitted online, and interviews will be scheduled by appointment. Thank you for your understanding.

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## **OUR STORY**

**The mission of the Catalina Island Conservancy is to be an exemplary steward of Island resources through a balance of conservation, education, and recreation.**

The Conservancy's vision is for a beautifully functioning Island ecosystem for all to enjoy.

Just off the densely populated Southern California coast, Catalina Island is home to approximately 4,000 year-round residents and more than 60 endemic species of plants and animals found nowhere else on Earth.

The Catalina Island Conservancy protects 88 percent of Catalina Island's approximately 48,000 acres, including the region's longest publicly accessible undeveloped coastline.

The Conservancy is a research and conservation leader, protecting and restoring vulnerable habitats and species in its Mediterranean climate. Conservancy staff guides Island ecosystem recovery with the goal of generating a resilient, self-sustaining ecosystem with no endangered forms of life.

The Conservancy offers recreational experiences and educational programs for not only the 300,000 annual visitors who choose to visit the unique and special Conservancy "Wildlands Ecosystems" but also inspires the nearly 1.2 million visitors to other parts of the Island.

Recreation, educational engagement, service opportunities, and partnerships connect the Island's unique resources to people's lives, inspiring environmental stewardship and action.

The Catalina Island Conservancy is a 501(c)(3) non-profit public charity established in 1972 to protect and restore Catalina Island for future generations to experience and enjoy.