



JOB TITLE

Supervisor of Visitor Experiences

POSITION SUMMARY

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

LOCATION

On-site role based in Avalon on Catalina Island.

KEY RESPONSIBILITIES

- Maintain a positive, high-quality visitor experience
- Ensure staff provide friendly service, informative visitor interactions and memorable experiences that highlight the Conservancy's mission.
- Supervise and guide staff to providing quality visitor experiences that highlight the Conservancy's history and relevant educational content.
- Ensure staff follow all applicable protocols, rules, and guidelines.
- Assist with inventory management, including receiving, cycle counts, and audits.
- Unlock and lock the Trailhead building.
- Support the Director of Recreation with reporting and the management of retail and activity sales systems.
- Demonstrate proficiency in LightSpeed, ACME and PeekPro, resolve system issues as needed, and coordinate with IT staff on system maintenance.
- Assist with daily operations and standards for the Trailhead and Garden to ensure visitor satisfaction and maximize profitability.
- Adapt to a dynamic environment with changing priorities while supporting the Director of Recreation as operational needs evolve.
- Open and close cashier banks at the Trailhead.
- Ensure all public and private areas are clean, safe, and well-organized.
- Assist with Permits.



- Perform other duties as assigned.

QUALIFICATIONS

Skills & Abilities

- Exceptional customer service skills.
- Proven leadership skills and success in a team-first environment.
- Ability to troubleshoot systems related to retail sales, activity system and associated hardware.
- Ability to train employees in the proper use of equipment and provide guidance on appropriate safety equipment.
- Basic math and cash handling skills.
- Knowledge and an understanding of budget concepts and procedures.
- Ability to work with little or no on-site supervision.
- Ability to establish objectives and priorities, manage time, problem-solve, communicate needs, and complete assignments.
- Proficiency with Microsoft Office (particularly Word, Excel, and PowerPoint), accurate typing skills, and comfort navigating internet-based systems.
- Strong verbal, written and presentation skills.
- Valid driver's license preferred
- Current CPR, AED and first aid certification, or the ability to obtain and maintain certification.
- Ability to work a flexible schedule including nights, holidays, and weekends.

Education & Experience

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

COMPENSATION & BENEFITS

Estimated Starting Salary Range:

\$26 to \$34 per hour based on skills and experience.

We're proud to support the health and wellbeing of the people we employ. Our comprehensive benefits package includes a 403(b) retirement savings plan with a 3% employer contribution and a 5% match — fully vested after two years — as well as access to

healthcare coverage, flexible spending accounts, paid time off, life and disability insurance, an employee assistance program, and professional development opportunities.

HOW TO APPLY

Please send a resume and cover letter to jobs@catalinaconservancy.org, listing the job title in the subject line.

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.

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.



**CATALINA ISLAND
CONSERVANCY**

JOB POSTING

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.

CONSERVATION

EDUCATION

RECREATION