



Douglas Island Pink and Chum, Inc.

2697 Channel Drive • Juneau, Alaska 99801

(907) 463-5114 • www.dipac.net

POSITION ANNOUNCEMENT

Position: Visitor Center Supervisor (Full Time-Permanent position)

Location: Macaulay Salmon Hatchery in Juneau, Alaska

Starting Salary: \$42,000 per year DOE plus benefits

Start Date: Upon Hire

Douglas Island Pink & Chum Inc. (DIPAC) is a private non-profit organization which manages two salmon hatcheries in the Juneau area to produce salmon for the common property fisheries of northern southeast Alaska. DIPAC also manages the Ladd Macaulay Visitor Center.

DIPAC's mission is to sustain and enhance valuable salmon resources of the State of Alaska for the economic, social, and cultural benefit of all citizens, and to promote public understanding of Alaska's salmon resources and salmon fisheries through research, education, and tourism.

General Description:

The Visitor Center (VC) Supervisor is subject to the authority of the Tourism and Education Manager. It is the VC Supervisor's job to learn and assist the Manager in the many facets of DIPAC's Tourism and Education Department. The Ladd Macaulay VC is a high quality local education center, event venue, and visitor destination that is valued by the tour operators, local and non-local guests that use it. It is the responsibility of the VC Supervisor to maintain this high quality and excellence.

The position requires 7-day a week administration of the Tourism Department during the cruise ship season. This requirement may be met, in part, through delegation of duties to other tourism personnel, but will require weekend hours. Weekend hours may also occur in the off season due to event rentals and educational programs.

Duties will include, but are not limited to, the following:

- Expedite, coordinate & conduct group and independent tours.
- Maintain facility and operations.
- Supervise seasonal employees in daily operations.
- Train new and returning employees as they arrive for the season.
- Place gift shop orders and inventory product.
- Assist as needed with retail duties and supervision.
- Plan and conduct the field trip programs in the spring and fall with the assistance of all Department staff.
- Coordinate and conduct off season tours and educational outreaches as requested.
- Assist with VC event rentals as requested.
- Other duties as assigned.

Qualifications:

- Graduated from an accredited college or university with a degree in business, travel, marketing, education or related field, and at least two years of retail experience and public relations experience.
- Have an understanding of the tourism industry, retail sales, public speaking, and customer service.
- (S)He must have general computer and writing skills, and be detail oriented.
- The VC Supervisor must be able to supervise employees effectively and fairly and must exhibit enthusiasm that (s)he can convey to employees.
- (S)He must have the interpersonal skills necessary in dealing with a wide range of individuals in a variety of circumstances.
- Must be able to obtain an Alaska driver's license. A job offer for this position is contingent upon a clean motor vehicle record for DIPAC's drivers insurance approval.
- Ability to pass a background check is mandatory.

Salary and Benefits: Salary DOE. Benefits include, dental, vision, and life insurance, 401(k) retirement plan, paid annual, sick and holiday leave.

All interested applicants may turn in their completed application and current resume either in person at 2697 Channel Drive, Juneau, AK 99801 or via e-mail to emily_pearce@dipac.net. The application can be found on DIPAC's website at www.dipac.net/employment.

Emily Pearce
Human Resources & Quality Control Manager
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