**CRIA’s DAILY ON-SITE POSITIONS**:

**CRIA Ambassador**: 1 per day

Stationed near entry gate alongside USFS personnel collecting day-use per-carload fee, greet visitors on behalf of CRIA and tell them about CRIA’s interpretive activities for that day; record visitor info for CRIA. Very similar to past “outside Cabin Host” position.

May also act as on-site “floater” – TBD.

**PREP NEEDED:**

Knowledge of daily activities, Great House Tour, etc., for assigned day. Enjoy meeting folks, enthusiastic about CRNM and CRIA.

**Mesa Host:** 1 per day

Mesa Hosts provide a crucial point of contact for visitors arriving at the upper parking lot, answering questions, directing parking, and communicating with the Gift Shop by radio. They also monitor visitor safety and assist in the event of an emergency on either trail.

**PREP NEEDED:**

Knowledge of Core Curriculum and site operations to answer visitors’ questions

Use 2-way radios for communication with Gift Shop.

**Gift Shop Hosts**: 1-2 per day - Scheduled by Gift Shop Manager (CRIA staff)

Greet and assist visitors with purchases

Process purchases and CRIA activity fees using cash register/POS

Answer general questions/give directions/instruct how to reserve for CRIA Programs

Inventory – Re-stocking, Pricing

“Man” the base unit for 2-way radios

**PREP NEEDED:**

Knowledge of Core Curriculum (overview) and site operations

Rec.gov reservations (procedure only)

Cash Register/credit card procedures using new POS system

Inventory procedures

Familiarity with Gift Shop stock, including books

Use of radios for on-site communication (for CRIA programs using the upper-mesa trails)

**Daily Activities Volunteers**: 1 per day - Scheduled/planned per interests and skills of Volunteers Two 30-45 minute sessions at pergola and/or amphitheatre areas.

Examples: Yucca pounding, Rock art, Atlatl, etc…

**PREP NEEDED:**

Varied skills for each type of cultural activity – arts, crafts, etc.

Ability to demonstrate and teach/assist/encourage guests of all ages

Prepare & execute timed “lesson plans” for each activity

**Great House Guided Tour Guides:** 1 guide per day offered

Visitors walk Mesa Village Trail first, then meet Tour Guide at Mesa Host area at 10:00.

This tour is Great House Pueblo Trail only --- the 1.5-hr. “Pueblo Tour” we initiated in 2019.

Limit of 10 guests per tour, to make it easier to deal with Self-Guided people also on trail.

**PREP NEEDED:**

CRIA Tour Guide training process:

Thorough knowledge of the Core Curriculum

Shadow experienced guide[s]; be approved by designated CRIA personnel to lead tours.

**CRIA’s PROGRAM TEAMS POSITIONS:**

**Team Coordinators** for CRIA Programs: (*As Susan Yalom is already doing for Full Moon*) Thorough knowledge of the program emphasis

Recruit/manage/track volunteers for this program.

Work with Office Manager and Director to set up season’s schedule for this program.

Receive reservation list, waiver form, and entry-gate access process from office just prior to each program date.

**Gift Shop Hosts for CRIA Programs**:

Check-in visitors using Rec.gov reservation list; process fees for walk-in guests if needed.

Answer questions/give directions about procedures for this event

2-way Radios (if needed)

**PREP NEEDED**:

POS/Cash register/credit card procedure

Knowledge of this event within broader context of core curriculum

Specific procedures for this event

How to use radios and base unit (for programs using the upper-mesa trails)

**Tour Guides for CRIA Programs**:

Mysteries of Chimney Rock (Guided Tour of both trails)

Full Moon Early Tour (Mesa Village trail only)

Geology Tour

Birding at Chimney Rock

Flora of Chimney Rock

Solstice and Equinox Sunrise Programs

School Week tours

Great House Guided Tour – 10:00 AM daily

**PREP NEEDED**:

Knowledge of Core Curriculum

Completed Tour Guide training – approved to lead tours.

Knowledge of specific emphasis of this program

**Program Assistants as needed for CRIA Programs**:

Our special-interest interpretive programs have various needs such as parking monitor, sound system transport, trail monitor, greeter/check-in with reservation list, sign-in with waiver form, etc. These positions are essential to a positive experience for our guests!

**NO PREP NEEDED** –- Team Coordinator will give instructions for each program’s Assistants.