



Lost River Gorge and Boulder Caves
PO BOX 87, 1712 LOST RIVER ROAD, NORTH WOODSTOCK NH 03262
PHONE: 603-745-8031 • FAX: 603-745-4811
www.LostRiverGorge.com • info@LostRiverGorge.com

**Lost River Gorge & Boulder Caves
Facility and Job Description**

Facilities Description:

Lost River Gorge & Boulder Caves has been entertaining visitors looking for outdoor scenery and adventure since 1852. The attraction includes an intriguing $\frac{3}{4}$ mile gorge and boulder caves walk plus an expansion completed during the 2014 season adding a $\frac{1}{4}$ mile Forest Adventure Trail, forest tree house, bird cage overlook, and suspension bridge spanning the upper gorge. The property also has a Visitor Center with gift shop and snack bar, mining sluice, nature garden, covered picnic pavilion, and ecology trail.

The attraction is owned by the Society for the Protection of New Hampshire Forests, and managed under a lease contract by the White Mountains Attractions Association (WMAA). The WMAA is governed by a 17 member Board of Directors. Workers at Lost River Gorge & Boulder Caves are employees of the White Mountains Recreation Association (WMRA) and covered under the WMRA Employee Handbook.

The gorge trail consists of natural gravel and dirt trails, rustic log/wooden boardwalks, bridges, platforms, and boulder caves lit with lanterns. The trail rises 300 vertical feet from bottom to top and includes over 1,000 stairs.

The attraction is currently marketed to families seeking an active outdoor experience, adults looking for scenic wonder, and school/camp groups interested in fun and educational experiences.

Season: May through October (marketing work, gift shop buying, & administration continues throughout the year)
Buildings: Main Gift Shop and Visitor Center, Log Cabin, Tree House, and various outbuildings
Admissions: 65,000 +/- annually
Staff: 8-14 seasonal

Owned by:
SOCIETY FOR PROTECTION OF NEW HAMPSHIRE FORESTS

Operated under lease by:
WHITE MOUNTAINS ATTRACTIONS
ASSOCIATION, INC.



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Job Title: Admissions & Gift Shop Attendant

Department: Ticket Admissions and Gift Shop

Department Supervisor: Gift Shop Manager. May also report to Assistant Manager & General Manager.

Support Staff: Admissions & gift shop staff. May also provide support to and receive support from Guides and grounds & maintenance crew.

Description: This person must be comfortable operating a Point of Sale computer in a fun and busy atmosphere, or willing to learn. Qualified candidates must have exceptional customer service skills and have an interest in learning about the history, geology, and ecology of Kinsman Notch. This position aides the management staff in day-to-day operations of Lost River Gorge's gift shop and ticket admissions.

Responsibilities:

- * Assist with daily opening procedures as directed by management
- * Greet and welcome visitors
- * Answer customer service related questions and telephone calls
- * Accept and process payment for admissions and gifts using Quickbooks POS.
- * Move visitors quickly and efficiently through the admission process. Explain ticket policy to visitors.
- * Stock brochure rack, soda cooler, and snack bar
- * Maintain neat and clean work space including ticket counter, indoor tables, and outdoor tables/chairs
- * Check restrooms for needed supplies, clean restrooms, and wipe down sinks
- * Maintain and restock merchandise. Price gift items, organize stock, gift wrap items, etc.
- * Keep gift shop neat and clean including sweeping, vacuuming, dusting, etc.
- * Assist with gift shop, sluice, and guide relief as needed during peak and/or lunch hours
- * Assist with daily closing procedures as directed by management
- * Performs related work as required and other duties as assigned by Gift Shop Manager, Assistant Manager, & General Manager

Job Requirements:

- * Friendly and comfortable working with the public. Excellent customer service skills a MUST.
- * Ability to work tactfully and courteously with fellow employees
- * Ability to multi-task and be detail oriented
- * Computer proficiency a must, or willing to learn
- * Ability to handle payment for general admissions, groups, and special programs
- * Ability to communicate clearly



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- * Ability to help maintain the cleanliness of the facility and maintain a professional personal appearance
- * Ability to meet changing conditions or problem solve in a professional manner
- * Physically able to stand for multiple hours at a time and ability to lift 30 pounds
- * No formal experience required, willing to train promising candidates

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of Admissions & Gift Shop Attendants and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. These employees may be requested to perform job-related tasks other than those specifically presented in this description.

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