



JOB DESCRIPTION: Welcome Center Sales and Information Specialist

RESPONSIBLE TO/ EVALUATED BY: Operations Manager

OVERSIGHT: Welcome Center Sales; Information dissemination; End of Day money reconciliation; Data recording and storage; Front Desk and Retail organization and maintenance;

TEAM COORDINATION WITH: Executive Director, Operations Manager, Trails Manager, Marketing & Events Manager, KTA Board Members, Bike Ambassadors, Landowners, Burke Area Chamber of Commerce, Lyndon Area Chamber of Commerce, and Burke Mountain Operating Company.

All duties will be implemented within the goals and objectives of the Kingdom Trail Association.

RESPONSIBILITIES/TASKS:

- KTA Welcome Center sales and member relations; including the retail, membership sales, area and association information dissemination.
- Maintain a high quality work standard with complete commitment to the mission of KTA.
- Maintain and foster positive working relations in the local and regional community.
- Provide quality customer service
- Help maintain/keep confidentiality of the Kingdom Trails Assumption of Risk waiver information
- Respond to questions/comments from general information email
- Filling online orders and preparing orders to be sent to recipient
- Answer front desk phone and take quality messages for other staff
- Perform general indoor and outdoor Welcome Center maintenance

CANDIDATE PROFILE:

- Strong organizational skills, including the ability to manage multiple tasks.
- Ability to work as a team member.
- Strong communication, writing, telephone, computer skills and attention to detail.
- A passion for outdoor recreation and conservation
- Knowledge of the local area

CLASSIFICATION AND WORK SCHEDULE:

- Hourly, Seasonal
- Full and part-time seasonal openings
- Work hours vary according to season and duties



JOB DESCRIPTION: Kingdom Trails Ambassador

RESPONSIBLE TO/ EVALUATED BY: Operations Manager

OVERSIGHT: Trail Network Oversight; Education; Parking & Maintenance

TEAM COORDINATION WITH: Executive Director, Operations Manager, Trails Manager, Marketing & Events Manager, KTA Board Members, Landowners, Welcome Center Staff, Trail Crew, Parking Attendants.

All duties will be implemented within the goals and objectives of the Kingdom Trail Association.

RESPONSIBILITIES/TASKS:

- Maintain a high quality work standard with complete commitment to the mission of KTA.
- Maintain and foster positive working relations in the local and regional community.
- Provide quality customer service
- Educate users of trail network and rules of the trails
- Emergency extraction communication & assistance
- Provide parking help and guide users to Welcome Center
- Provide map information and guidance to users
- Light trail maintenance including clean up of trail debris and trash

CANDIDATE PROFILE:

- Strong organizational skills, including the ability to manage multiple tasks.
- Ability to work as a team member.
- Strong communication
- Able to ride a mountain bike for 4 plus hours with a full
- Able to carry basic bike tools and able to assist in basic bike maintenance
- First Aid/CPR certification helpful
- A passion for outdoor recreation and conservation
- Knowledge of the local area and entire KTA network

CLASSIFICATION AND WORK SCHEDULE:

- Hourly, Seasonal
- Holidays and weekends are a must, weekday availability needed
- Work hours vary according to season and duties



JOB DESCRIPTION: Parking Attendant

RESPONSIBLE TO/ EVALUATED BY: Operations Manager

OVERSIGHT: Traffic flow and parking oversight

TEAM COORDINATION WITH: Executive Director, Operations Manager, Trail Manager, Marketing & Events Manager, KTA Board Members, Front Desk Supervisor, Landowners, Trail Crew, Bike Ambassadors

All duties will be implemented within the goals and objectives of the Kingdom Trail Association.

RESPONSIBILITIES/TASKS:

- Maintain a high quality work standard with complete commitment to the mission of KTA
- Maintain and foster positive working relations in the local and regional community
- Provide quality customer service
- Act as traffic organizer to direct incoming customers to available parking spaces.
- Perform vehicle counts on location throughout shift to ensure lot does not overfill and relay onto supervisor when lot is close to being filled
- Immediately report any accidents, incidents or safety concerns to Manager On Duty
- Keep all signs, cones, and marker poles straight and visible.
- Ensures lots are clean and free of any debris or trash

CANDIDATE PROFILE:

- Strong organizational skills, including the ability to manage multiple tasks.
- Ability to work as a team member.
- Strong communication skills
- A passion for outdoor recreation and conservation
- Knowledge of the local area
- Great customer service skills

CLASSIFICATION AND WORK SCHEDULE:

- Hourly, Seasonal
- Holidays and weekends are a must, weekday availability needed
- Work hours vary according to season and duties



JOB DESCRIPTION: Trail Crew Member

RESPONSIBLE TO/EVALUATED BY: Trail Manager & Trail Crew Leader

OVERSIGHT: Trail maintenance standards; Trail design and improvement; Natural resource protection; Tool inventory, maintenance and requisition; KTA vehicle & equipment operation.

TEAM COORDINATION WITH: Trails Manager, Trail Crew Leader, Trail Crew Members, Executive Director, KTA Trails Advisory Committee, Operations Manager, Marketing & Events Manager, Landowners. The Trail Crew Member will coordinate operations, that best maintain the KTA year-round trail system to ensure landowner satisfaction, natural resource protection, accessibility and safe recreation. All duties will be implemented within the goals and objectives of the Kingdom Trail Association.

RESPONSIBILITIES/TASKS:

- Maintain a high quality work standard with complete commitment to the mission of KTA.
- Maintain and foster positive working relations in the local and regional community.
- Ensure the future health of the Trail System through proper management, resource acquisition and logical planning under direct consultation with the Trails Manager.
- Maintain and enforce the safest working environment as possible.
- Assist leadership of Volunteer Work Projects as needed.
- Ensure that all KTA projects meet or exceed standards established by the managing agency, KTA Trails Committee and KTA Trails Manager.
- Assist in the proper care of facilities, tools, supplies, vehicles, equipment and provide for secure storage and maintenance.
- Maintain the KTA standard for quality trail design, maintenance and stewardship.
- Perform “Bike Ambassador” duties as assigned.
- Assist KTA with Welcome Center Customer Service and Village Operations.
- Supplemental duties/responsibilities to support other KTA operations/functions as needed.

CANDIDATE PROFILE:

- Interest in Mountain biking, natural resource management, environmental studies or related field preferred.
- Proven outside manual labor and/or trail construction.
- Strong organizational skills, including the ability to manage multiple tasks.
- Ability to work as a team member.
- First Aid and Wilderness Responder Certifications preferred.
- Experience working with customers and volunteers.

CLASSIFICATION AND WORK SCHEDULE:

- Full-time Seasonal (Temporary)
- Varies according to season and duties, maximum forty of hours per week



JOB DESCRIPTION: Vehicle & Equipment Supervisor/Trail Crew Member

RESPONSIBLE TO/EVALUATED BY: Trail Manager

OVERSIGHT: KTA vehicle & equipment maintenance and operation; Tool inventory, maintenance and requisition; Trail maintenance standards; Trail design and improvement; Natural resource protection

TEAM COORDINATION WITH: Trails Manager, Trail Crew Leaders & Members, Executive Director, KTA Trails Advisory Committee, Operations Manager, Marketing & Events Manager, and Landowners. Individual will coordinate operations, that best maintain the KTA year-round trail system to ensure landowner satisfaction, natural resource protection, and accessibility and safe recreation. All duties will be implemented within the goals and objectives of the Kingdom Trail Association.

RESPONSIBILITIES/TASKS:

- Oversee the appropriate care and maintenance of facilities, vehicles, and equipment such as tools and supplies and provide for secure storage. Document and record specific maintenance.
- Maintain a high quality work standard with complete commitment to the mission of KTA.
- Maintain and foster positive working relations in the local and regional community.
- Ensure the future health of the Trail System through proper management, resource acquisition and logical planning under direct consultation with the Trails Manager.
- Maintain and enforce the safest working environment as possible.
- Assist leadership of Volunteer Work Projects as needed.
- Ensure that all KTA projects meet or exceed standards established by the managing agency, KTA Trails Committee and KTA Trails Manager.
- Maintain the KTA standard for quality trail design, maintenance and stewardship.
- Document and record specific KTA Trails Crew work performance.
- Assist KTA with Welcome Center Customer Service and Village Operations.
- Supplemental duties/responsibilities to support other KTA operations/functions as needed.

CANDIDATE PROFILE:

- Interest in Mountain biking, natural resource management, environmental studies or related field preferred.
- Proven outside manual labor and/or trail construction, machine & vehicle repair and maintenance.
- Strong organizational skills, including the ability to manage multiple tasks.
- Ability to work as a team member.
- First Aid and Wilderness Responder Certifications preferred.
- Experience working with customers and volunteers.

CLASSIFICATION AND WORK SCHEDULE:

- Full-time
- Varies according to season and duties, maximum forty of hours per week



JOB DESCRIPTION: Trail Crew Leader

RESPONSIBLE TO/ EVALUATED BY: Trail Manager

SUPERVISES: Trail Crew Members

OVERSIGHT: Trail maintenance standards; Trail crews; Trail design and improvement; Natural resource protection; Tool inventory, maintenance and requisition; KTA Vehicle maintenance and operation.

TEAM COORDINATION WITH: Executive Director, Trails Manager, KTA Trails Advisory Committee, Operations Manager, Marketing & Events Manager, Landowners, VT Dept. of Forests, Parks & Recreation, Burke Mountain Operating Company. The Trail Crew Leader will coordinate operations that best maintain the KTA year-round trail system to ensure landowner satisfaction, natural resource protection, and accessibility and safe recreation. All duties will be implemented within the goals and objectives of the Kingdom Trail Association.

RESPONSIBILITIES/TASKS:

- Will directly aid the Trail Manager with the maintenance and management of KTA's trail facilities.
- Maintain a high quality work standard with complete commitment to the mission of KTA.
- Maintain and foster positive working relations in the local and regional community.
- Ensure the future health of the Trail System through proper management, resource acquisition and logical planning under direct consultation with the Trails Manager.
- Help train, supervise, and evaluate the Trail Crew Members (Seasonal Employees).
- Maintain and enforce the safest working environment as possible.
- Assess trail design issues and coordinate projects to mitigate and/or enhance the trails at the appropriate level.
- Aiding in the coordination & logistics of Volunteer Work Projects as needed.
- Ensure that all KTA projects meet or exceed standards established by the managing agency, KTA Trails Committee and KTA Trails Manager.
- Oversee the proper care of tools and supplies and provide for secure storage and maintenance. Assist in the appropriate care of facilities, vehicles and equipment.
- Set the standard for quality trail design, maintenance and stewardship.
- Document and record specific KTA Trails Crew accomplishments.
- Perform "Bike Ambassador" duties as assigned.
- Assist KTA with Welcome Center Customer Service as assigned.
- Supplemental duties/responsibilities to support other KTA operations/functions as needed.

CANDIDATE PROFILE:

- Bachelors degree in natural resource management, environmental studies or related field preferred.
- Proven trail construction and management skills, including coordination and communication with state agencies and other organizations, motivation and evaluation of personnel.
- Strong leadership skills.
- Proven people skills, with an ability to work with a wide variety of ages, experience and professions.

- Strong organizational skills, including the ability to manage multiple tasks.
- Ability to work as a team member.
- First Aid and Wilderness Responder Certifications preferred.
- Experience working with customers and volunteers.
- Experience in or exposure to small non-profit work environment.

CLASSIFICATION AND WORK SCHEDULE:

- Full-time Seasonal (Temporary)
- Varies according to season and duties, maximum forty of hours per week