



Customer Service Representative Job Description

The Loppet Foundation is currently seeking enthusiastic individuals to join our team as Customer Service Representatives. The Loppet Foundation is about people and a connection to the outdoors and adventure. The Loppet prefers applicants who enjoy the outdoors and are willing to share their passion with park guests.

Duties and Responsibilities

- Greet and guide park visitors in a friendly manner
- Provide information about Minneapolis Parks, Theodore Wirth Regional Park, the trail systems, winter activities, and trail conditions. Additionally, serve as a representative of the Minneapolis Park System to the many visitors to Wirth Park, guiding use and enjoyment of the hundreds of Minneapolis parks, programs, and services
- Sell trail passes and rental packages, and develop an exceptional working knowledge of the technology required to perform the duties of the job effectively
- Perform other duties as assigned
- Learn and practice Covid-19 protocols

Qualifications

- Must provide excellent customer service with strong communications skills
- Be willing to work evenings, weekends, and holidays
- Must follow policies and procedures
- Enjoy working with a diverse group of people in a positive and friendly manner
- Be ready to learn new skills
- Be able to demonstrate maturity and responsibility in the handling of money
- Be able to perform necessary math computations and use a calculator
- Be able to organize, prioritize and complete a variety of tasks under minimal direction
- Be able to lift and move up to 25 pounds

The position is hourly, part-time, and seasonal, dependent upon weather and snow conditions. Training will begin mid-November with regular hours starting in December. Applications will be evaluated based on relevant experience and qualifications. Final hiring is contingent upon the applicant passing a background check. The Loppet is an equal opportunity employer, providing equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, religion, sex, national origin, age, disability, sexual orientation, gender identity or expression, marital status, or genetics.

[Apply online](#) or send cover letter and resume via email to Ray Aponte, aponte@loppet.org