



Customer Service & Recreation Representative Job Description

The Loppet Foundation creates a shared passion for year-round, outdoor adventure in the Minneapolis area, focusing on underserved youth and families. The foundation provides quality programming for youth and adults, produces world class adventures and sporting events, and strives to create a welcoming and inclusive community in its operations in Theodore Wirth Park. Loppet staff are dedicated and energetic individuals who work together leveraging the various aspects of the Foundation to create a whole that is more than the sum of its parts.

The Loppet Foundation is seeking Customer Service & Recreation Representatives for the lead up to and duration of the 2021/22 winter season. We are looking for staff who exhibit enthusiasm for the outdoors and a desire to facilitate top notch service and experiences to park goers. They will report to the Loppet's Trailhead Director and be based out of Theodore Wirth Park.

Duties and Responsibilities

- Greet and guide park visitors in a friendly manner
- Provide information about Minneapolis Parks, Theodore Wirth Regional Park, the trail systems, seasonal park activities and trail conditions
- Sell and check trail passes, outfit rental packages, and develop an exceptional working knowledge of the technology required to effectively perform the job duties
- Support operations of the Tubing and Snowboard hills
- Build familiarity with Loppet trail system, usage and policies
- Assist with setting up events taking place at the Trailhead
- Perform other duties as assigned

Qualifications

- Must provide excellent customer service with strong communications skills
- Be willing to work evenings, weekends, and holidays
- Be willing to work outdoors in winter conditions
- Willingness to learn new skills and follow policies and procedures
- Demonstrate maturity and responsibility in the handling of money
- Be able to organize, prioritize and complete a variety of tasks under minimal direction

Positions are hourly, part-time, and seasonal. Applications will be evaluated on the basis of relevant experience and qualifications. Final hiring is contingent upon the applicant passing a background check. The Loppet is an equal opportunity employer and provides 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 here](#), or email bauch@loppet.org.