



Loppet Foundation Customer Service & Recreation Representative

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. The 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.

Job Summary: Customer Service & Recreation Representatives are seasonal winter Loppet staff. Customer Service staff should exhibit an enthusiasm for the outdoors and a desire to facilitate top-notch service and rental/outdoor experiences to park goers. Customer Service staff work out of the Trailhead building located in Theodore Wirth Park.

Customer Service & Recreation Representatives are responsible for the following:

- 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 communications to 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

Required Knowledge and Abilities:

- A willingness to learn about our outdoor winter offerings and rental equipment
- A positive attitude and interest in facilitating fun excursions for park-goers

Customer Service & Recreation Representatives report to Trailhead Managers on Duty who report to The Trailhead Director. Hourly wages range from \$13.50 to \$15 per hour, depending on demonstrable experience.

*We recognize the need for a diverse workforce and understand that traditionally underrepresented communities must be centered in the work we do. As a Foundation, we are committed to building a blended team that reflects the community we serve. Hence, **we strongly encourage BIPOC, Indigenous and Queer-identified individuals to apply.***

HOW TO APPLY

No phone calls, no walks in. To apply, please follow the instructions below precisely:

- Email the following materials to hr@loppet.org with an e-mail subject that reads "Trailhead Customer Service & Recreation Representative":
 - A cover letter in the body of an email explaining why you are interested in this position, along with any other supporting materials
- All applications received by 10/31/2022 will be considered.