



**Loppet Foundation  
Trailhead Customer Service Manager  
Job Posting**

[The Loppet Foundation](#)'s mission is connecting people to the outdoors through experiences that grow community. We value anti-racism, collaboration, growth, inclusion, play, stewardship and well-being. 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:** Our Trailhead Customer Service Manager oversees and supports management of day-to-day operations and coordination of The Loppet's Customer Service teams. The Trailhead Customer Service Manager should exhibit an enthusiasm for the outdoors and a desire to facilitate top-notch service and experiences for all park goers, as well as stewardship for maintaining the building and its surrounding park. Trailhead staff work from The Trailhead located in Theodore Wirth Park.

**Trailhead Customer Service Manager is responsible for the following:**

- Coordinate hiring, training and scheduling of Customer Service team (and Tubing/Alpine Hill staff during the winter months, December-February)
- Develop and maintain systems of best rental and service practices for Customer Service team members
- Instill a working knowledge of the park, activities and equipment offered by the Loppet to Trailhead Staff
- Cover weekly MOD shifts (MOD responsibilities listed below) in addition to responsibilities listed above

**Trailhead MODs are responsible for the following:**

- Manage day to day operations of The Trailhead, including opening and closing
- Manage daily operation of Adventure Shop's POS system
- 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 (winter), outfit rental packages and bikes, and develop an exceptional working knowledge of the technology required to effectively perform the job duties
- Oversee seasonal Recreation Staff during winter rental hours (December-March)
- Support operations of the Tubing/Alpine Hill (December-February)
- Build familiarity with Loppet managed trails, usage and policies
- Assist with setup and tear down of events taking place at the Trailhead
- Perform other duties as assigned

**Required or Preferred Knowledge or Abilities:**

- Experience working with Google suite (Sheets, Docs) and staff scheduling/payroll software
- Familiarity with winter recreation equipment (skis, snowshoes, snowboards, fatbikes) and rental experience

The Trailhead Customer Service Manager reports to the Trails & Trailhead Director, and supervises the Trailhead Customer Service Team, as well as working closely with the Trailhead's Events Manager. Wages range from \$18-20 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:

- Email the following materials to [hr@loppet.org](mailto:hr@loppet.org) with an e-mail subject that reads "Trailhead Customer Service Manager Application":
  - Resume (preferably in .pdf form), Cover Letter in the body of the email.
  - All applications received by October 1st, 2023 will be considered.