Kingdom Trail Association.
The Kingdom Trail Association (KTA) is a diverse organization with a multifold program of conservation, education, economic stimulation, regional promotion, and recreation. As the organization is diverse so are the job responsibilities of its staff and volunteers. This partnership between staff and volunteers is based on trust, respect and a mutual understanding of these responsibilities. The individual employee goals and responsibilities are outlined in the following job description.

JOB DESCRIPTION: Daily Operations Supervisor

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, Trail 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.
• Manager on Duty when Operations Manager is not present; answer all necessary information to all customers, staff, and managers with confidence
• 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
• Keep a daily log of current events and relay information along to Operations Manager

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
Job Description: Daily Operations Supervisor

CLASSIFICATION AND WORK SCHEDULE:

- Hourly
- Work hours vary according to season and duties
- Average hours a week: 32-40

March 2020
EGD