Job Description: Kingdom Trails Head Ambassador

Kingdom Trail Association
The Kingdom Trail Association (KTA) is a diverse organization with a multifold program of recreation, conservation, education, economic stimulation, and regional promotion. 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: Kingdom Trails Head Ambassador

RESPONSIBLE TO/ EVALUATED BY: Operations Manager

OVERSIGHT: Trail Network Oversight; Education; Parking & Maintenance; Data recording and storage; Information dissemination;

TEAM COORDINATION WITH: Executive Director, Operations Manager, Trails Manager, Marketing & Events Manager, KTA Board Members, Landowners, Welcome Center Staff, Trail Crew, Parking Attendants.

All duties will be implemented within the goals and objectives of the Kingdom Trail Association.

RESPONSIBILITIES/TASKS:

• 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
• Collaborate with the Operations Manager to produce monthly schedules for ambassador staff
• Support on all training and onboarding of new ambassadors
• Provide briefs and debriefs with all scheduled staff about weekend happenings
• Keep log of daily operations to provide reports to Operations Manager
• Manager on Duty of Ambassador program when Operations Manager is not present; answer all necessary information to all customers, staff, and managers with confidence
• Support Operations Manager through ambassador staff orientation
• Educate users of trail network and rules of the trails
• Emergency extraction communication & assistance
• Provide parking help and guide users to Welcome Center
• Provide map information and guidance to users
• Light trail maintenance including clean up of trail debris and trash

CANDIDATE PROFILE:

• Strong organizational skills, including the ability to manage multiple tasks.
• Ability to work as a team member.
• Customer Service experience strongly preferred
• High school diploma or equivalent
• Strong communication
Job Description: Kingdom Trails Head Ambassador

• Able to carry basic bike tools and able to assist in basic bike maintenance
• First Aid/CPR certification preferred
• A passion for outdoor recreation and conservation
• Knowledge of the local area and entire KTA network

CLASSIFICATION AND WORK SCHEDULE:

• Hourly, Seasonal
• Holidays and weekends are a must, weekday availability
• Work hours vary according to season and duties

March 2020
EGD