



Trailhead Recreation Shift Manager Job Description

[The Loppet Foundation](#) is currently seeking a Recreation Manager to assist in leading daily operations at The Trailhead.

Our organization strives to create a shared passion for year round adventure in the Minneapolis area, focusing on underserved youth and families. We believe great things happen when people are outside and active, and our aim is to make that possible for everyone - regardless of age, background, or ability.

Our [Adventures](#) programs get more than 1,100 North Minneapolis youth and adults outside and active each year and support the development of youth leaders of color. Our Events Team brings more than 16,000 people to Theodore Wirth Park each year through many [events](#). Our Trails & Recreation Team partners with the Minneapolis Park & Recreation Board to bring superior and accessible winter [recreation](#) to Wirth Park. [Loppet Nordic Racing](#) is a nationally ranked competitive ski team. And in July 2018 we opened the [Trailhead](#), a new 14,000 square foot adventure center and home base for outdoor adventure in Theodore Wirth Regional Park.

Primary Directive: To provide excellent customer service, park stewardship and efficient operations of activities and events at the Trailhead towards supporting the Loppet Foundation, the MPRB, the North Minneapolis community, and the broader public enjoy year-round outdoor activities.

The Recreation Manager on Duty reports to the Trailhead Manager.

Duties and Responsibilities

- Create a welcoming gathering space for all visitors and regulars of Theodore Wirth Regional Park while being an ambassador of The Loppet Foundation
- Provide information supporting the Minneapolis Park system while educating visitors on year-round recreation opportunities in Theodore Wirth Park, including navigation of trails, trail conditions, rental availability and opportunities to get involved in Loppet programs and events
- Manage the accurate and efficient processing of sales and return transactions of cross country ski passes, tubing passes, snowboarding passes, park permits, Par 3 golf, disc golf, merchandise and rentals
- Oversee daily Trailhead operations as Manager on Duty and ensure excellent customer service by managing on duty Customer Service Representatives
- Maintain a clean, organized, and positive work environment, establishing an efficient workflow and ensuring that proper safety practices are being followed
- Respond and resolve customer requests and concerns, engage with park visitors and make recommendations to products or services based on customer feedback or requests
- Provide peer leadership and development of customer service staff
- Help to create and maintain The Trailhead brand

- Maintain strong relationships with the MPRB and its staff, Trailhead staff, Trails staff, concessionaires and vendors, and other partners in the community
- Carry out Emergency Action Plan
- Additional tasks and responsibilities as assigned

The position is part time and \$12.50/hour and includes regular weekend and/or evening hours. At the Loppet you will enjoy an adventure-driven work environment, discounts on events and classes, easy access to trails and equipment, and being part of an enthusiastic and passionate team.

The Loppet prefers applicants who hold a passion for outdoor adventure and have a willingness to share their passion with park guests. 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 and affirmative action 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](#) or send cover letter and resume via email to Ben Bauch, bauch@loppet.org