



## **TITLE: Retail Supervisor**

### **About Kingdom Trail Association**

Kingdom Trail Association (KT) is a nonprofit trail organization based in the Northeast Kingdom of Vermont that provides recreation and education opportunities for local residents and visitors while working to conserve natural resources and create economic stimulation. KT delivers its mission by partnering with landowners, local businesses, government agencies and other non-profit organizations to create and manage inclusive outdoor recreation opportunities via a non-motorized trail network that is accessible to people of all abilities and identities through membership.

### **Job Summary**

The Retail Supervisor's primary responsibilities are to facilitate retail sales at the KT Welcome Center and [KT Online Store](#) by ensuring there are meaningful products available for visitors to browse and purchase that are aligned with trends in the outdoor recreation retail industry and KT's mission. This role serves as the supervisor on duty for Ambassador staff when the Membership & Experience Manager is unavailable or not on-site. The Retail Supervisor is responsible for opening/closing duties and ensures the needs of daily visitors are met year-round (busy season from April to October).

### **Join the KT Team**

The Retail Supervisor works closely with the following KT team members:

- Supervised and supported by the KT Membership & Experience Manager, who reports directly to the KT Operations Director.
- Collaborate with seasonal Ambassador Staff and the Operations Director.

### **Core Job Responsibilities**

#### *Retail Operations*

- Plan and execute merchandise design and retail sale plans to meet established retail budget goals.
- Prepare retail purchasing plans, choosing the best possible products, by interviewing vendors, evaluating previous sales data to anticipate customer desires, and utilizing a cohesive team approach.
- Track inventory and sales on an ongoing basis and create monthly sales reports.
- Initiate and follow through on restock orders of retail products, as needed or directed.
- Update and coordinate the online store, ensuring accurate inventory is reflected.
- Photograph and upload images of products for inclusion in KT Online Store and for promotional marketing of retail items.
- Answers product questions, responds to special requests and is knowledgeable about product features, such as social responsibility and environmental impact.
- Maintains store appearance by managing KT products, removing damaged products, tidying store shelves, and providing optimum display of products.

#### *Welcome Center Daily Operations*

- KTA Welcome Center sales and member relations; greeting visitors, membership & retail sales, waiver collection, area and association information dissemination, route and parking suggestions/planning.
- Assist with aspects of the daily management of the Welcome Center including supervisor on duty functions, key holder responsibilities, and cash management duties.



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- Maintain and foster positive working relations in the local and regional community.
- Provide quality customer service including to communicate KT Code of Conduct: [Ride with Gratitude](#), as well as relevant [KT Policy and FAQs](#) to individuals and groups so that all feel safe and supported on the trails.
- Perform general indoor and outdoor Welcome Center maintenance.
- Deliver the KT experience with emphasis on ensuring positive and safe visitor interactions for the approximately 100,000k+ annual visitors.
- Adhere to established KT policies and procedures to ensure smooth operations and safety at the Welcome Center.
- Other duties as assigned.

## Qualifications/Requirements

- High school diploma or general education degree (GED).
- Bachelor's degree in business, operations, outdoor recreation leadership, or other related fields preferred.
- Photography, photo editing, and graphic design experience, highly preferred.
- Prior experience in retail operations, customer service, or related field with demonstrated success, preferably in the not-for-profit, outdoor or associated sector, highly preferred.
- Familiarity with Square Point-of-Sale system or other POS inventory management platforms.
- Expert level proficiency with computer and internet applications including Microsoft Office, Google Drive, website platform and editing, and a willingness to learn new software platforms and applications.
- 2-3 years experience and successful track record of establishing and maintaining effective working relationships with co-workers, other agencies, private businesses and the public.

## Physical Requirements

- Be able to both work in an office and store setting (computer skills, etc.) and to execute job responsibilities in the Welcome Center and surrounding area.
- Able to lift up to 50 pounds.
- Occasionally able to reach, stretch, climb, balance, crouch and stoop in Welcome Center or when needed to manage at events.
- Ability to withstand a variety of outdoor weather conditions when needed to support events.
- Personal means of transportation is necessary.

## Preferred Skills

- A personal interest in and knowledge of outdoor recreation industry and culture.
- Ability to communicate effectively with diverse groups of people through a variety of formats (in person, phone, email, text, etc.) including co-workers and community partners, verbally as well as in writing.
- Creative, flexible, and a positive, forward-thinking attitude.
- Ability to cultivate strategic partnerships and collaborate with others towards a shared goal.
- Able to prioritize tasks, manage workload, and remain calm under pressure within a fast-paced and sometimes unpredictable work environment.
- Ability to remain flexible and be willing to pitch in to address needs that arise within and beyond your department, store location, or job description.
- Strong organizational skills and natural proclivity for keeping detailed records.



### **Benefits**

- Full-time hourly rate of \$16.00-\$22.00, based upon experience.
- Work hours may vary according to season and duties; weekends and holidays required.
- Full-time; 40 hours per week (during winter season flexibility of 32-40 hours, if desired).
- 2 weeks paid vacation; 3 weeks beginning your second year.
- Sick, Family and Bereavement Leave.
- Simple IRA Retirement Plan with 2% Match after meeting payroll threshold.
- Eligible for annual raise and year end bonus dependent upon individual and organizational performance measures.
- Professional education stipend and enrichment opportunities.
- Free KT Family Annual Membership.
- KT wear allowance.
- Employee discount on KT merchandise.
- KT Discounts at various local and regional businesses.
- Encouragement of outdoor recreation.

### **Core Values**

*Ideal candidates behavior and leadership will align with KT Core Values*

- We welcome all who visit and live in our region.
- We prioritize access and inclusion.
- We use our trails with gratitude and respect.
- We communicate with honesty and transparency.
- We invite respectful and diverse opinions.
- We steward smart growth in collaboration with our landowners and other stakeholders.
- We embrace outdoor recreation, health and safety as a shared responsibility.
- We grow wisely by listening, learning and evolving.

**To be considered for this position, submit a cover letter and resume to [apply@kingdomtrails.org](mailto:apply@kingdomtrails.org)**

*Kingdom Trail Association provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex or sexual identity, gender or gender identity, national origin, age, ability, or genetics.*