



## **TITLE: KT Welcome Center Ambassador**

### **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**

KT Welcome Center Ambassador:

- The KT WC Ambassadors are important members of the KT Operations team. These key team members work in our Welcome Center to promote an enjoyable, safe experience for trail users by interacting in a friendly, helpful, and professional manner. They are responsible for providing trail information, selling KT memberships and merchandise, and serve as the gateway to the trail network and the first point of contact for the organization. All Ambassadors attend to the needs of daily visitors, seasonally (busy season from April to October).

### **Join the KT Team**

The KT Welcome Center Ambassadors work closely with the following KT team members:

- Supervised, supported, and evaluated by the KT Membership & Experience Manager, who is supervised directly by the KT Operations Director.
- Works alongside the KT Volunteers, KT Trail Ambassadors, Landowners, KT Directors, and community members.

### **Core Job Responsibilities**

- Maintains a high-quality work standard with complete commitment to the mission of KT.
- Customer and member relations; greeting visitors, membership & retail sales, waiver collection, area and association information dissemination, route and parking suggestions/planning, and fielding questions.
- 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 cleaning and maintenance.
- Respond to questions/comments from visitors via phone, email, and in person.
- Fulfilling online orders and preparing orders to be sent to the recipient.
- Deliver the KT experience with emphasis on ensuring positive and safe visitor interactions for the approximately 100,000k+ annual visitors.
- Other duties as assigned that fall within the scope of supporting daily KT Operations.
- **Option to serve as both Trail and WC Ambassador in a hybrid Ambassador position if desired by the applicant.**

## **Desired Qualifications/Requirements/Skills**

- Ability to work independently and as part of a team.
- Ability to communicate effectively in writing, verbally, including telephone etiquette and email proficiency.
- A passion for outdoor recreation and conservation, and/or interest in and knowledge of the outdoor recreation industry and culture.
- Knowledge of KT mission, knowledge of local area, and/or knowledge of the KT network.
- Creative, flexible, and a positive, forward-thinking attitude.
- Able to remain calm under pressure within a fast-paced work environment.
- Must be physically able to execute core job responsibilities in the Welcome Center. This includes the following: ability to sit or stand for extended periods of time, ability to lift up to 50 pounds.
- Available to work various shifts including some weekends and holidays. KT Welcome Center operations are 7 days/week 8:00am-4:00pm.
- First Aid/CPR certification preferred.
- Ability to remain flexible and be willing to pitch in to support KT operations.
- Strong organizational skills, including the ability to manage multiple tasks effectively.

## **Benefits**

- Supportive and respectful work environment.
- Flexibility in scheduling.
- Free Individual Annual KT Membership.
- KT branded apparel provided and employee discount on KT merchandise.
- Encouragement of outdoor recreation!
- Paid lunch break.
- Paid training and professional development opportunities.
- Hourly seasonal wage of \$14.00-\$20.00 based upon position and/or experience.

## **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.*