



TITLE: Office Manager

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 Office Manager role supports retail and Welcome Center operations, collaborates on marketing and community outreach initiatives, and oversees core administrative systems to ensure smooth and effective organizational operations at Kingdom Trails.

The position serves as supervisor on duty for seasonal staff when the Operations Manager is unavailable and assists with Welcome Center operations year-round (busy season April–October). This role reports to the Executive Director and works closely with the Operations Manager, Finance Committee, and seasonal staff.

Join the KT Team

The Office Manager works collaboratively across the organization:

- Supervised and supported by the Executive Director, who reports directly to the Board of Directors.
- Frequent collaboration with the Operations Manager on departmental initiatives and daily operations.
- Regular coordination with the Finance Committee (KT Board of Directors) and bookkeepers.
- Support and collaboration with seasonal staff (supervised by the Operations Manager).
- Engagement with Trails Department as needed.

Core Job Responsibilities

Administrative Operations

- Maintain and update CRM platform to ensure accurate member, donor, and landowner records.
- Generate internal reports to support development, operations, and finance efforts.
- Coordinate with bookkeeper and Finance Committee on routine financial reporting and reconciliations.
- Maintain filing systems and improve office workflows to support organizational efficiency.
- Support cross-departmental needs and remain flexible to address evolving organizational priorities.

General Operations and Retail

- Support daily Welcome Center operations including greeting visitors, membership and retail sales, waiver collection, trail and area information dissemination, and route planning assistance.
- Serve as supervisor on duty as needed, including keyholder and cash management responsibilities.
- Assist with management of general information email and phone inquiries.
- Deliver a welcoming and safe visitor experience while communicating [KT policies and Code of Conduct](#).
- Assist with general indoor/outdoor maintenance and adherence to operational procedures.
- Support retail planning, purchasing, merchandising, and sales strategies to meet budget goals.
- Manage inventory tracking, restocking, and online store updates (including product descriptions and photos).
- Maintain accurate retail records and overall store presentation.



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Community Outreach and Marketing

- Assist with community outreach initiatives and maintain positive working relationships within the local and regional community.
- Support development, coordination, and delivery of KT programming aligned with organizational goals.
- Assist with planning and execution of KT events in collaboration with the Executive Director.
- Support social media content creation, editing, and basic performance tracking.
- Other duties as assigned.

Qualifications/Requirements

- Minimum 2–3 years of experience in administrative, office management, retail operations, customer service, or a related role, preferably within the nonprofit or outdoor recreation sector.
- Bachelor's degree in business administration, nonprofit management, outdoor recreation leadership, or a related field preferred.
- Proficiency with bookkeeping and CRM platforms (e.g., QuickBooks), Point-of-Sale systems (e.g., Square), Microsoft Office (particularly Excel), Google Drive, and website platforms; willingness to learn new software and systems as needed.
- Demonstrated ability to manage sensitive financial and personal information with discretion and confidentiality.
- Strong attention to detail, sound judgment, and the ability to prioritize and manage multiple responsibilities in a dynamic work environment.
- Experience with photography, photo editing, graphic design, and digital content management preferred.
- Proven ability to build and maintain effective working relationships with colleagues, community partners, businesses, and the public.

Physical Requirements

- Ability to perform duties in office, retail, and outdoor environments, including physical tasks such as reaching, bending, climbing, balancing, crouching, stooping, and prolonged sitting.
- Ability to lift and move up to 50 pounds.
- Ability to work outdoors in varying weather conditions.
- Reliable personal transportation required.

Preferred Skills

- Strong written and verbal communication skills, with the ability to clearly convey complex ideas and engage professionally and warmly with diverse audiences.
- Highly organized, with a natural ability to create efficient systems, maintain detailed records, and manage multiple deadlines simultaneously.
- Collaborative and relationship-oriented, with the ability to cultivate strategic partnerships and work effectively toward shared goals.
- Proactive problem-solver who identifies inefficiencies and develops thoughtful, creative solutions.
- Creative, adaptable, and forward-thinking, with the ability to remain calm and flexible in a fast-paced and evolving work environment.
- Personal interest in outdoor recreation and alignment with the mission and values of Kingdom Trails.
- French language proficiency is a plus.



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Benefits

- Year-round, full-time exempt position (40 hours/week) with a salary range of \$47,000–\$58,000, depending on qualifications and experience.
- Schedule typically Monday–Friday, with occasional weekend and holiday requirements.
- Paid time off including 2 weeks of vacation (3 weeks beginning year two), plus sick, family, and bereavement leave.
- Health and dental insurance.
- Simple IRA retirement plan with 2% employer match (after meeting payroll threshold).
- Eligibility for annual raise and year-end bonus based on individual and organizational performance.
- Professional development stipend and enrichment opportunities.
- Free KT Family Annual Membership, KT wear allowance, and employee merchandise discounts.
- 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.

Applications will be accepted through the end of day on March 6, 2026.

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.