

Operations Manager

Kingdom Trail Association (KT) | East Burke, VT

About Kingdom Trail Association

Kingdom Trail Association (KT) is a nonprofit trail organization in Vermont's Northeast Kingdom, dedicated to providing inclusive outdoor recreation while conserving natural resources and supporting the local community. We partner with landowners, businesses, and public agencies to manage a world-class, non-motorized trail network accessible to people of all abilities.

The Opportunity

We're looking for an Operations Manager to lead daily operations at the KT Welcome Center and play a key role in delivering an exceptional visitor experience year-round.

This is a hands-on leadership role that blends people management, customer experience, retail operations, and community engagement. You'll oversee a team of 15–20 seasonal Ambassadors, manage front-of-house operations, and help ensure KT continues to be a welcoming, well-run hub for our community and visitors.

In the winter, you'll also lead operations at the Dashney Nordic Center, ensuring a consistent, high-quality experience across locations.

What You'll Do

Lead Daily Operations & Visitor Experience

- Oversee day-to-day operations of the Welcome Center, ensuring a smooth, safe, and welcoming environment
- Serve as the go-to resource for visitors, including handling escalated questions or concerns
- Ensure clear visitor communication through signage, wayfinding, and trail information
- Maintain accurate website content and trail condition updates

Manage and Develop Staff

- Recruit, hire, train, schedule, and supervise 15–20 seasonal Ambassadors
- Ensure appropriate staffing levels based on visitor demand and trail activity
- Provide coaching, feedback, and support to create a strong, engaged team
- Manage staffing within an established payroll budget

Oversee Retail, Financial & Systems Operations

- Support retail operations, including merchandising, inventory, and online store updates
- Oversee daily financial processes including reconciliations, deposits, and donation processing
- Serve as a lead user and trainer for POS, e-commerce, and CRM systems (for example, Square)

Support Seasonal & Site Operations

- Plan and oversee winter operations at the Dashney Nordic Center
- Support event coordination and overall visitor use management across the trail network

Contribute to the Organization & Community

- Serve as an active member of the KT management team
 - Build and maintain positive relationships with community partners and stakeholders
 - Represent visitor needs and perspectives in organizational planning
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What We're Looking For

- 2–3+ years of experience in operations, customer service, or a related field
- 2–3+ years of leadership experience, including supervising staff
- Strong organizational and problem-solving skills with the ability to stay calm in a fast-paced environment
- Experience with POS, CRM, or e-commerce systems, or the ability to learn quickly
- Comfortable communicating with a wide range of people, including public-facing interactions
- Interest in outdoor recreation and KT's mission

Preferred

- Bachelor's degree or equivalent experience in business, nonprofit management, outdoor recreation, or a related field
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Work Environment & Schedule

- Full-time, year-round exempt position
- Typical schedule is Thursday through Monday, approximately 7:45 AM to 4:15 PM
- Includes weekends, holidays, and occasional evenings for events
- Mix of office, retail, and outdoor work environments

Compensation & Benefits

- Salary: \$50,000 to \$55,000, depending on experience
- Health and dental insurance
- Simple IRA with 2% match
- Paid time off, holidays, and leave
- Professional development support
- Phone allowance
- Free family KT membership plus employee perks and discounts
- And yes... strong encouragement to get outside and enjoy the trails

Why KT?

This is more than an operations role. It's a chance to shape how people experience one of the most well-known trail systems in the region. If you like being in the mix, leading people, solving problems on the fly, and being part of a mission-driven organization, this is a really fun and meaningful role. If this sounds like a fit, we'd love to hear from you. Please send your resume and a brief cover letter to apply@kingdomtrails.org.