



Title: Front Desk Coordinator

Reports to: Operations Director

Position Status: Full- Time or Part-Time/ Seasonal /Hourly / Non-Benefitted

Compensation: \$20/hour with SSRC season pass

How to Apply

Please email your resume to bailey@steamboatstars.com.

Position Summary

Working under the direction of the Operations Director, STARS Front Desk Coordinator is responsible for managing all administrative functions at the STARS Winter program office. This includes, but is not limited to, handling all business relating to participant reservations, volunteer hours tracking and jacket distribution, issuing lift tickets, and providing excellent customer service. This is a full-time or part-time seasonal, hourly position beginning approximately November 14, 2022, to April 2, 2023 with the possibility to extend based on reservations. Weekend and holiday work may be required.

Duties and Responsibilities

- Create and maintain a friendly, congenial, and helpful attitude while effectively dealing with participants, families, co-workers, instructors, Steamboat Ski & Resort Corporation employees, etc.
- Handle all walk-in participant reservations: complete reservation accurately, enter information into booking sheet, send a confirmation email including all appropriate forms for participants, enter accurate and complete information into the database.
- Participant reservation changes: as changes are made to existing reservations, a change form and processes are to be completed in a timely manner, ensuring all staff members are notified and aware of the change
- Participant files: Collect and maintain accurate participant information and appropriate forms / waivers to complete participant file. Ensure all files are stored safely and collected daily following lessons.
- Monitor all emails received through the front desk email address and complete tasks or respond in a timely and accurate manner
- Accurately handle money for all merchandise and ticket sales, as well as reconcile drawer, manage all receipts, and provide accurate reports daily for accounting
- Inventory merchandise monthly and communicate with Office Coordinator of our needs
- Ensure all waivers are completed and correctly filed for participants
- Manage all lift ticket distribution (participant, volunteer, adaptive passes) on a daily basis (both creation and collection of lift tickets)
- Track volunteer shift hours in voucher database
- Assist in the distribution of volunteer jackets, as well as collection of jackets
- Answer phone calls and distribute them accordingly, as well as follow up with participants and families in a timely fashion
- Maintain a clean work environment on a daily basis
- Assist with collection and filing of progress reports

- Manage Flaik system distribution for participants
- Assists with STARS Special Events
- Additional duties as assigned by senior staff

Requirements

- Thorough understanding and working knowledge of computers and software (Outlook, Word, Excel, PowerPoint, Databases, and other systems)
- Strong people skills and positive energy
- Must be a self-starter with a goal-oriented work ethic
- Detail and process-oriented
- Strong communication skills both verbally and via email
- Strong commitment to a positive, fun and team-oriented working environment
- Ability to be flexible, creative and adaptable to a variety of situations
- Excellent customer service skills
- Mature and professional demeanor when communicating with participants, volunteer, and co-workers
- Possess the utmost respect and trust in regard to confidentiality
- Proof of COVID-19 vaccination and booster are required

Education and Experience

- High School Diploma
- One of more years of office administration experience preferred
- Experience working the people with disabilities preferred
- Experience with Database Management preferred

Physical Requirements

- Frequently required to stand, walk, sit, use hands and fingers to handle or feel, reach with hands and arms, climb or balance, talk or hear.
- Occasionally required to stoop, kneel, crouch, or crawl
- Occasionally lift and/or move a minimum of 10lbs without assistance
- Must be able to successfully manage multiple tasks in a fast paced and sometimes noisy environment.
- Frequently required to maintain a sitting position in front of a computer monitor for many hours each day.

Work Environment

- Fast paced, highly interactive office environment with moderate to high noise levels
- Some evenings, overnights, and weekends required

Equal Employment Opportunity (EEO) Policy

STARS is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age, race, sex, color, creed, religion, national origin, disability, sexual orientation, ancestry, citizenship, genetic information, or any other applicable status protected by state or local law.