



Title: Winter Reservations and Programs Coordinator

Reporting to: REC Director

Job Purpose:

The primary function of the Challenge Aspen Reservationist Coordinators is to successfully and accurately facilitate all reservation requests for our Adaptive Ski & Snowboard School. The Reservationists are the main contact for all participants and their families, the key liaison between staff, volunteers, participants, pros, and the Aspen Skiing Company.

Job Status: Full-time or Part-time/Seasonal (Immediate – April 17)

Salary: \$25/hour – Unlimited Season Pass

Key Responsibilities & Accountabilities:

- Exceptional customer service is number one priority – Act as an Ambassador for Challenge Aspen
- Act as main point of contact for all participants and their families
- Respond to all inquiries within 24 hours of receiving them, whether via phone or email.
- Phone conversations are the preferred communication method, yet email can be used when applicable
- Responsible for accurate and timely input into the Flybook reservation system for all winter ski & snowboard lessons and buddy experiences
- Ensure quality on-hill experiences and lessons as a result of a seamless and pleasant reservation process and appropriate instructor and/or buddy assignments
- Fully understand the Challenge Aspen scholarship program and how it functions
- Adhere to and actively utilize the tracking system for scholarships
- Facilitate necessary lift tickets requests, rental vouchers etc. for applicable lessons.
- Collect payment from participant PRIOR TO LESSON TAKING PLACE
- Ensure no lesson or buddy experience goes on hill without payment up front

- Work with key Challenge Aspen staff to assign participant lessons with pros, and volunteers (adaptive assistants and buddies)
- Display current & accurate daily lesson report in the front lobby for access by all staff, pros, and volunteers.
- Facilitate clear communication with fellow reservationist to ensure smooth transitions between days on and days off, as well as daily “need to know” information sharing.
- Ensure all lessons are confirmed with all parties (i.e. participant, instructor, volunteer) at least one week in advance and that all information is appropriately entered into the database
- Work with Volunteer Program Manager to coordinate and input into Flybook training schedules for all volunteers and pros.
- Ensure and maintain accuracy of Pro schedules to provide accurate and current information on Aspen Skiing Company Pro Cards.
- Proficiency on Flybook reservations system – acting as resource for other staff members.
- Follow the specified, detailed reservation process to ensure that it is updated, current and effective
- Be well versed in various disabilities to ensure appropriate adaptive equipment and instructor are reserved.
- Manage and distribute relevant information and paperwork in a cordial and timely manner
- Maintain daily filing and accurate data entry into the reservations system.
- Attend and participate in weekly program meetings and bi-weekly staff meetings to report and update on weekly reservations, reservation needs, and any other issues.
- Maintain positive and effective working relationship with Aspen Skiing Company Sales & Reservations staff.
- Be well versed in all Challenge Aspen operational procedures as well as the Town of Snowmass Village (TOSV) bus schedules etc. – to satisfy customer inquiries.
- Attend early season indoor volunteer trainings
- Assist with other organizational administrative tasks and special events as needed
- Other duties as assigned

Qualifications, Attributes & Key Success Factors:

- Passion & commitment to Challenge Aspen mission
- Focus on outstanding customer service
- Strong communication skills and professional demeanor
- Good solid decision-making skills and judgement
- Adaptive sports background helpful
- Understanding of various disabilities and behaviors a plus

- Refined and well-organized multi-tasking skills
- Great telephone manner and interpersonal skills
- Impeccable customer service internal and external
- Strong computer skills, ability to learn and successfully navigate scheduling system and Challenge Aspen database
- Good problem-solving skills
- Help to maintain a good relationship with Aspen Skiing Company, Aspen Sports, and other key agencies by being a knowledgeable and hospitable representative of Challenge Aspen
- Understand and be aware of the various intricacies of participating family's situations and needs.
- Represent Challenge Aspen as a motivated and professional team player
- Act as an ambassador for Challenge Aspen when not in the office
- Time management and flexibility—multi-tasking in a fast-paced environment
- Adaptability and professionalism—working with a variety of individual personalities
- Ability to prioritize tasks and work independently while also taking direction
- Be an active, positive member of the Challenge Aspen team
- Maintain a sense of humor and remember the mission behind your hard work!
- Adhere to the environment of L I G H T
 - Loyalty
 - Integrity
 - Generosity
 - Honesty
 - Trust

Supervisor Approval: _____ Date: _____

HR Approval: _____ Date: _____