

Title: Program Services Coordinator

Reporting to: Lead Program Services Coordinator

Job Purpose: The primary function of the Challenge Aspen Program Services Coordinator is to successfully and accurately facilitate all reservation requests for our Adaptive Ski & Snowboard School. The Program Services Coordinator is 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/Seasonal (October 15th 2024 – April 20th 2025), Thursday to Monday

Pay: \$25/hour

Key Responsibilities & Accountabilities:

- Exceptional customer service. Program Services Coordinator will act as main point of contact for all participants and their families
- Respond to all inquiries within 24 hours of receiving them, phone is preferred communication method but will email when applicable
- Proficiency on Flybook reservations system and B-store
- Accurate and timely input into the Flybook reservation system and B-Store 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
- Facilitate necessary lift tickets requests, rental vouchers, etc. for applicable Lessons and buddy days
- Collect payment from participants prior to lesson date(s)
- Collect and file all required forms from participants in a timely manner
- Ensure all lessons and buddy days are confirmed with all participant, families, pros, volunteers, apprentice pros
- Send all forms to pros, volunteers, and apprentice pros at least 48 hours prior to on-snow date
- Assist with volunteer scheduling on flybook and update volunteer needs on a daily basis
- Work with key Challenge Aspen staff to assign participant lessons with pros, Apprentice Pros, and volunteers
- Facilitate clear communication with fellow Program Services Coordinator to ensure smooth transitions between days on and days off, as well as daily “need to know” information sharing
- Ensure and maintain accuracy of Pro schedules to provide accurate and current information on Aspen Skiing Company Pro Cards

- Follow the specified, detailed reservation process to ensure that it is updated, current and effective
- Understanding of various disabilities to ensure appropriate adaptive equipment and instructor are reserved
- Maintain positive and effective working relationship with Aspen Skiing Company Sales & staff
- 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
- Strong computer skills, ability to learn and successfully navigate scheduling system and Challenge Aspen database
- 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 for 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!
- Spanish speaker preferred

Job Benefits:

- Ski pass to all four Aspen Snowmass Mountains: Aspen Mountain, Aspen Highlands, Buttermilk Mountain, Snowmass Mountain
- Work in a rewarding field, making a difference in people's lives
- Paid training from knowledgeable ski industry professionals
- Spend a winter in Aspen, CO!