



Job Title: Reservations Services Coordinator

Reports To: Program Manager - Individual Programs

Job Status: Full-time/Seasonal (October 1st – April 24th)

Compensation: \$26 hourly

Benefits: \$250 Wellness benefit, Full Ski Pass

Job Purpose:

The Reservations Services Coordinator is responsible for successfully and accurately facilitating all reservation requests for Challenge Aspen's Adaptive Ski & Snowboard Program. This position serves as the main point of contact for participants, their families, Aspen Skiing Company (ASC) pros, and Challenge Aspen volunteers. The coordinator will ensure smooth communication, seamless reservations, and high-quality guest experiences while supporting the mission of Challenge Aspen.

Key Responsibilities & Accountabilities:

- **Customer Service & Communication:**
 - Provide exceptional customer service, acting as the primary pre-arrival contact for participants and their families, ASC pros, and volunteers.
 - Respond to all inquiries within 24 hours via phone or email, ensuring timely and professional communication.
 - Foster positive relationships with participants, volunteers, staff, and partners.
- **Reservation Management:**
 - Accurately input and manage reservations using CRM and reservation platforms.
 - Coordinate lift tickets, rentals, and payment processing.
 - Organize and track participant forms promptly, ensuring that all required documentation is collected in a timely manner.
- **Program Coordination:**

- Assist with the management of the Challenge Aspen scholarship program.
- Confirm and communicate lesson details with participants, pros, and volunteers, ensuring consistency in all communications.
- Help maintain accuracy of ski instructor schedules.
- **Adaptive Equipment & Instructor Coordination:**
 - Understand the needs of participants regarding adaptive equipment and instructors.
- **Volunteer Scheduling & Support:**
 - Assist in scheduling volunteers to ensure proper staffing for lessons.
 - Maintain strong relationships and communications with volunteers.
- **Collaboration & Meetings:**
 - Attend and participate in team meetings, fostering collaboration and positive relationships with staff and external partners.
 - Develop and maintain a working knowledge of Challenge Aspen's and Aspen Skiing Company's procedures to ensure alignment with organizational goals.
- **Other Duties:**
 - Perform additional duties as assigned.
 - Demonstrate flexibility and adaptability to meet the evolving needs of the organization.

Qualifications & Attributes:

- A passion for the mission of Challenge Aspen, with a strong commitment to making a positive impact on the lives of people with disabilities.
- Exceptional communication and interpersonal skills.
- Experience in adaptive sports or prior experience working with people with disabilities.
- Computer proficiency and ability to quickly learn and adapt to new systems.
- Spanish language proficiency is preferred but not required.
- Strong time-management skills, with the ability to manage multiple tasks.
- Positive and proactive team player, with the ability to work collaboratively and adapt to a fast-paced, dynamic environment.
- Availability to work weekends and holidays as part of regular scheduling.

How to Apply:

Interested candidates are invited to submit a resume and cover letter outlining their qualifications and enthusiasm for Challenge Aspen's mission to info@challengeaspen.org. Challenge Aspen is an equal opportunity employer.