



Title: Reservation Services Coordinator

Summary:

The Reservation Services Coordinator will facilitate all adaptive ski and snowboard lesson requests within a collaborative, team-driven environment. The position will serve as the primary contact for participants and families, bridging communication between staff, volunteers, instructors and the Aspen Skiing Company.

Status: Ful-time/Seasonal (October 5th – April 25th)

Pay: \$27/hourly

Supervisor: Director of Operations

Key Responsibilities & Accountabilities:

- Provide exceptional customer service, serving as a primary pre-arrival contact for participants and their families, adaptive instructors and Challenge Aspen volunteers.
- Respond within 24 hours via phone or email communication.
- Utilize CRM and reservations platforms provided with accurate and timely reservation input.
- Ensure smooth reservations and participant/pro/volunteer pairings, resulting in quality guest experiences.
- Assist in Challenge Aspen scholarship program tracking.
- Coordinate lift tickets, equipment rentals, and payments.
- Collect, track, and organize required participant forms promptly and accurately.
- Confirm and effectively communicate lessons with participants, instructors, Aspen Skiing Company and volunteers.
- Assist in volunteer scheduling.
- Maintain accuracy of adaptive instructor schedules and follow reservation process.
- Understand disabilities for adaptive equipment and instructor needs.
- Attend meetings, fostering positive relationships with staff.

- Familiarity with Challenge Aspen and Aspen Skiing Company procedures.
- Availability to work during weekends and holidays as part of regular scheduling.
- Contribute to ongoing improvement of systems, policies, and program delivery through feedback and innovation.
- Other duties as assigned.

Knowledge, Skills, & Abilities

- Passion for Challenge Aspen's mission
- Strong communication with decision-making/problem solving skills
- Computer proficiency in an office-based environment
- Quick to learn
- Comfortable and willing to answer phones
- Able to prioritize tasks to maximizing efficiencies
- Exhibits a calm, accommodating and patient demeanor
- Positive team player

Qualifications, Experience, & Education

- Adaptive sports background or experience in working with people with disabilities is a plus but not required
- Background in ski resort or winter lodge services preferred
- Computer/phone experience in guest service role
- Bachelor's degree or equivalent experience preferred

Job Benefits

- Employer-provided housing, subject to availability
- Paid training with leading adaptive ski professionals
- Full access ski pass for all four Aspen Snowmass mountains

Please send resume and cover letter to info@challengeaspen.org