



Job Title:	Customer Service Specialist – Lesson Desk
Location:	Winter Park Resort, Winter Park, CO
Department:	Operations and Communications
Reports to:	Supervisor – Customer Service
Supervises:	NA
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Classification:	<input type="checkbox"/> Year Round <input checked="" type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time

About the NSCD:

The National Sports Denver for the Disabled (NSCD) enables the human spirit through therapeutic recreation and sport. Each year more than 4,000 children and adults with disabilities participate in our programs to improve the quality of their lives. With specially trained staff, a custom adaptive equipment lab and over 1,200 volunteers, the NSCD provides therapeutic recreation through a variety of winter and summer sports and activities to individuals with almost any physical, cognitive, emotional and/or behavioral diagnosis. Year-round programming is based out of Winter Park Resort and Empower Field at Mile High.

Position Overview:

As part of the National Sports Center for the Disabled (NSCD) client experience, the Lesson Desk Representative assists people with disabilities and their care givers participating in the adaptive ski programs at the NSCD. Duties include greeting participants/care givers, checking in participants and assisting them with completing any necessary documentation. This position supports participants/care givers to navigate through their experience in the adaptive ski program, communicates with other NSCD departments about participant needs, responds to phone inquiries, serves walk-in participants and performs end-of-day accounting procedures. This is a rewarding position for a friendly and detail-oriented person who enjoys helping others.

Job Duties:

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

- Checks in participants and directs participant/care giver how to complete information through the online reservation system.
- Responsible for managing health screenings for participants as related to COVID-19 procedures.
- Maintains reporting processes with RTP (Winter Park Resort reporting) as requested from Winter Park Resort Accounting.
- Maintains lesson desk accounting processes to include daily cash deposits and credit card reconciliation.
- Sells lift tickets, NSCD retail products and other NSCD lessons/activities.
- Maintains tracking of individual lift tickets, participant lesson tickets and group sales needs.
- Addresses routine inquiries from participants/care givers.
- Maintains a friendly and helpful attitude toward participants/care givers and co-workers.
- Facilitates communication from supervisors to volunteers, participants and guests.
- Responsible for lesson desk area and closet cleanliness, brochures, information and video display.

Professional Performance:

- Adhere to all Personnel Policies and Procedures for the Agency.
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the Agency.
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks.
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program.
- Maintain an awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies.

- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business.
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience.
- Actively strive to create and maintain a culturally sensitive, and appropriate environment through communication and interaction that demonstrates respect for diversity.

Other duties may be assigned

Qualifications:

- High School Diploma or Equivalent.
- Bachelor’s degree preferred.
- Must be computer proficient and possess experience of Microsoft Office Suite; on line reservation experience preferred.
- Ability to handle multiple tasks and to assess and change priorities based upon agency needs.
- Strategic thinker who communicates professionally and effectively with diverse staff, volunteers, donors, prospects, and community stakeholders.
- Ability to work with a high degree of autonomy, initiative and exercise personal judgment in a fast-paced environment with a strong sense of humor and integrity.
- Superior skills to organize, plan, and execute the full scope of required programs.
- Ability to implement agency vision, mission, values and strategic plan.
- Candidates must meet background check and criteria regarding clearance to drive NSCD vehicles.

Physical Requirements:

- Dexterity, auditory and visual acuity to operate computers, phones, and mobile devices.
- Auditory and visual acuity to interact with guests, sponsors, donors and clients on a daily basis, able to concentrate and perform job duties while working under noisy, busy conditions.
- Able to work for long periods of time without break during the conduct of business.
- Able to lift 25 lbs. with minimal assistance.
- Able to work outside year round in varying conditions.
- Able to successfully manage multiple, high priority tasks in a fast-paced environment, varied schedule with days and hours of work, based on NSCD needs.

Work Schedule: This is a seasonal, full time position. The typical work schedule is 5 days a week; 8:00 am – 5:00 pm. This position will require scheduling on Saturday and Sunday and/or evenings to support the needs of the agency.

Salary: \$15.00 per hour

ACKNOWLEDGEMENT

This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. NSCD may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

Employee Signature

Date

Equal Employment Opportunity (EEO) Policy

NSCD is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, creed, religion, national origin, disability, sexual orientation, ancestry, citizenship, veteran status, genetic information, or any other applicable status protected by state or local law.
NSCD will consider providing reasonable workplace accommodations if needed.