



Volunteer and Guest Services Coordinator Requirements and Responsibilities

Knowledge & Skills

- A commitment to DSES's mission and values
- Excellent attention to detail
- Ability to work accurately in a dynamic, fast-paced environment
- Proficient user of Microsoft Office Suite
- Comfortable working with CRM and database systems
- Creative problem-solver who demonstrates effective time management and works enthusiastically as part of a team
- Energetic and flexible
- Proficiency in graphic design platforms appreciated
- Experience with Salesforce preferred

Education & Work Experience

- High School Graduate or equivalent
- Demonstrated experience in providing exceptional guest service
- Clean driving record and valid driver's license
- Experience working with volunteers preferred
- Experience working with adults and children with disabilities preferred

Physical Requirements

- Able to sit at a desk for a significant amount of the day
- Able to lift and move a minimum of 20 pounds

Responsibilities

- Provide exceptional customer service for visitors, volunteers, athletes and their families, donors, and guests.
- Support the Guest Services Supervisor and other staff by assisting guests throughout the day including taking reservations, confirming lessons, receiving payments and donations, and ensuring all necessary paperwork for safe programs. Other Operational and Office duties include:
 - Answering phones and checking voicemail
 - Accurate data entry
 - Maintaining all needed forms for effective program management
 - Assisting in creating and distributing the newsletter
 - Coordinating office supply orders for the organization



- Maintaining a clean, tidy guest service environment in the office and surrounding area
- Assist Program, Operations and Ski School Directors with coordination and execution of adaptive programs including, but not limited to, daily lessons, camps and special events.
- Communicate with athletes, volunteers, and staff through various platforms including written, verbal, and social media.
- Facilitate accurate volunteer shift sign-ups, hours tracking, and assignments by working with program staff and volunteers.
- Assist the Volunteer Supervisor with organizing training logistics including scheduling clinics, communicating with volunteer participants, and coordinating setup and materials for presenters.
- Assist the Volunteer Supervisor with coordinating volunteer recruitment and recognition efforts, including milestone gifts and volunteer events, while cultivating positive relationships with volunteers.
- Maintain accurate volunteer records and act as the secondary point of contact for volunteers for program staff.
- Assist with special events, fundraisers, outreach events, and other targeted activities.
- Act as a positive representative and promoter of Disabled Sports Eastern Sierra programs, events, and activities in our community.