



Disabled Sports Eastern Sierra seeks a Volunteer & Guest Services Coordinator for our adaptive sports programs at Mammoth Mountain Ski Area. The Volunteer & Guest Services Coordinator works closely with the Guests Services Supervisor to provide a seamless, streamlined experience for all guests and acts as the secondary point of contact for volunteers, facilitating volunteer recognition activities and maintaining accurate volunteer records. The Volunteer & Guest Services Coordinator also assists the Volunteer Supervisor and the Program Operations Supervisor in coordinating volunteers for camps, daily lessons, events, and training opportunities while supporting logistical needs for lessons, programs, and events. We are looking for someone with excellent attention to detail, strong written and oral communication skills, effective time management, and experience working with CRM database systems. The ideal candidate will be a focused, creative problem-solver who appreciates working with a dynamic team in a fast-paced non-profit environment.

The Volunteer & Guest Services Coordinator reports to the Guest Services Supervisor and supports other program and administrative staff as appropriate. They will directly contribute to the excellence, professionalism, and supportive community of Disabled Sports Eastern Sierra.

#### **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 40 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
  - Coordinating office supply orders for the organization
  - Maintaining a clean, tidy guest service environment in the office and surrounding area
- Assist with coordination and execution of adaptive programs including, but not limited to, daily lessons, camps and special events.
- Facilitate accurate volunteer shift sign-ups, voucher tracking, hours tracking, and assignments by working with program staff and volunteers. This may include assisting with volunteer recruitment and recognition efforts, including volunteer events.
- Assist with special events, fundraisers, outreach events, and other targeted activities.
- During the summer season, other operational duties include:
  - Assisting with equipment transport between various activity sites, the Copeland Center and events
  - Assist with set-up and break-down of various summer camps and events, including transporting supplies

**Position Title:** Volunteer & Guest Services Coordinator

**Program:** Disabled Sports Eastern Sierra

**Reports to:** Guest Services Supervisor

**Compensation:** \$19 - \$22/hour starting, depending on experience

**Supervises:** none

**Status:** Seasonal/Year-Round

**Start Date:** November 1, 2022