



JOB DESCRIPTION

Job Title:	Customer Service and Volunteer Specialist
Location:	Winter Park, CO
Department:	Program Operations and Volunteer Services
Reports to:	Winter Park Office Manager
Supervises:	None
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Classification	<input checked="" type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time

About the NSCD

We are Colorado's most comprehensive provider of adaptive outdoor experiences. We offer more programs, in more places, in more ways that change lives. The National Sports Center for the Disabled is a leading provider of adaptive outdoor recreation experiences committed to helping individuals with disabilities, their caregivers, and the broader community rethink ability. Through the power of adaptive innovation, recreation, and Colorado's great outdoors, we are transforming lives, families and communities and creating a world that celebrates each person's abilities.

Our exhilarating adaptive outdoor experiences help participants make the very most of their passion, their talents, and their aspirations. They discover a renewed sense of confidence, reignite the pure joy of play, and find motivation to try new things, meet new people and believe in their own abilities. With industry-leading adaptive equipment, renowned coaches, instructors and volunteers and unmatched mountain and metro programs, we change the perceptions of athletes of all levels and help them, and the world, [#RethinkAbility](#).

Position Overview

Under the supervision of the Operations Director, the Customer Service and Volunteer Specialist assists in the administrative operations for customer and volunteer services. Duties include participant and volunteer check in, client data and reservation management (CDRM) support, volunteer administrative support, answering phones, selling retail and maintaining data integrity in the volunteer and client databases. The primary objective of this position is to provide comprehensive support for customer service and volunteer activities.

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.

- Answer customer service line and respond to inquiries.
- Checks in participants and volunteers. Verifies liability waivers are signed. Directs participant/care

- giver/volunteer(s) how to complete information through the online reservation system.
- RTP lift ticket management for participants and volunteers.
- Main contact for day of reservation communication with no-show volunteers, participants, wait list participants and Supervisor on Duty (SOD).
- Day of lesson communication with NSCD staff/volunteers regarding updated participant needs and information.
- Maintain database accuracy for statistical reporting in CDRM and volunteer databases.
- Sells equipment rentals, NSCD retail products and other NSCD lessons/activities.
- Responsible for lesson desk area organization and closet cleanliness, brochures, information and video display.
- Update retail inventory as needed.
- Administrative support for volunteer and customer service office staff.
- Process volunteer applications.
- Data entry, queries, importing and exporting files and statistical reports from Volunteer Information System.
- Maintains and files volunteer documents.
- Assists with the distribution and storage of volunteer nametags and vests
- Maintains a friendly and helpful attitude toward participants, volunteers, guests and co-workers.
- Maintains relationships with volunteers to forge retention and internal recruitment.

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

- Excellent communication and interpersonal skills.
- Excellent written correspondence skills including report development
- Must be computer proficient and possess experience of Microsoft Office Suite, Volgistics (or similar database software) and ability to learn new software as needed.
- Ability to implement agency vision, mission, values, and strategic plan.
- 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 maintain consistent exercise of discretion and confidentiality in the performance of duties.
- 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.

- Knowledge of disabilities and of adaptive recreation and equipment is desirable.
- Candidates must possess a Colorado driver's license, meet background check criteria and criteria regarding clearance to drive NSCD vehicles.

Work Schedule

This is a full-time, seasonal position. The work schedule varies based on seasonal programming needs, generally from 7:30 am – 4:30 pm. This position will require weekends and/or evenings supporting the programming needs of the agency.

Salary

The hourly pay rate range for this position is \$20.00 - \$22.00 per hour. Actual salaries will vary and may be above the range based on various factors including but not limited to experience, education, training, credentials, and performance.

NSCD provides seasonal employees paid sick leave, and employees may participate in the 403b retirement plan after reaching 1,000 hours of worked time

Physical Requirements

- Dexterity, auditory and visual acuity to operate computers and phones or mobile devices.
- Auditory and visual acuity to interact with guests, sponsors, donors, and clients on a daily basis.
- Able to work for long periods of time without break during the conduct of presentations, meetings, and events.
- 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.

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