

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

**About the NSCD:**

The National Sports Center for the Disabled (NSCD) *enables the human spirit through therapeutic recreation and sport*. Each year more than 3,100 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 Broncos Stadium at Mile High.

**Position Overview:**

As a crucial part of the National Sports Center for the Disabled (NSCD) client experience, the Lesson Desk Representative assists people with disabilities and their families participating in the adaptive ski programs at the NSCD. Duties include greeting participants, helping participants navigate their day in the adaptive ski program they are participating in, communicating with other NSCD departments about participant needs, responding to phone inquiries, serving walk-in guests, preparing and reviewing participant files, performing end-of-day accounting and selling tickets. 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 lesson participants and oversees paperwork processes and participant files.
- Day of lesson communication with NSCD staff/volunteers regarding updated participant needs and information.
- Maintains reporting processes with RTP (Winter Park Resort reporting) as requested from Winter Park Resort Accounting.
- Ensures accurate daily updates of Raiser’s Edge based on roster attendance.
- Maintains lesson desk accounting processes to include daily cash deposits, credit card reconciliation and lesson activity summaries.
- Sells lift tickets and other NSCD service and retail products.
- Maintains day of lesson communication with no-show participants, waiting list participants and instructor assignments of day-of participant additions.
- Creates and balances batches in Raiser’s Edge with daily payment transactions.
- Maintains tracking of Disabled One day lift tickets, participant lesson tickets and group sales needs.
- Acts as a front line receptionist and addresses routine inquiries and problems.
- Creates and maintains files and records as required.
- Performs statistical data entry.
- Maintains a friendly and helpful attitude toward guests and co-workers.
- Facilitates communication from supervisors to volunteers, participants and guests.
- Responsible for Service desk area, brochures, information, projects.

**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.
- Knowledge of physical and cognitive disabilities and the adaptive sports industry is preferred.
- Knowledge of snow sports and summer mountain sports preferred.
- Must be computer proficient and possess experience of Microsoft Office Suite; Raiser’s Edge 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 requires scheduling on Saturday and Sunday and/or evenings to support the needs of the agency.

**Salary:** Hourly range is \$11 - \$12 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.