



JOB ANNOUNCEMENT GUEST SERVICES RESERVATIONS CLERK

Achieve Tahoe, a non-profit which leads the way in providing adaptive sports and outdoor recreation for people with disabilities and their families, seeks a dynamic individual to join the team in a part-time or full-time, seasonal position of Guest Services Reservations Clerk.

About the Organization

Founded in 1967, Achieve Tahoe has successfully guided people to a life without limits. Achieve Tahoe remains dedicated to the belief that sports are a vital part of the process in which individuals with disabilities build health, confidence, and independence. Its programs instill in participants the knowledge that it's not their disabilities, but their abilities, that count. Participants will tell you with pride, "If I Can Do This, I Can Do Anything!"SM

Achieve Tahoe serves over 650 individuals annually at multiple locations in the Truckee Tahoe area. A team of committed and experienced professionals leads over 250 active and dedicated volunteers.

About the Position

Under the direct supervision of the Guest Services Director, the Reservations Clerk serves as the first point of contact for all participants and their families as they make reservations and check in for adaptive sports programs at Achieve Tahoe. Primary duties include:

- Greeting and checking in participants in a courteous and professional manner.
- Processing lesson reservations and payments accurately and maintaining participant files.
- Answering the phone.
- Selling Achieve Tahoe merchandise.
- Interacting positively and successfully with staff, volunteers, participants, and public and private entities. Working with Program Coordinators to ensure each program runs smoothly, efficiently, and safely.
- Representing Achieve Tahoe in a positive and professional manner.
- Other duties as assigned by the Guest Services Director.

Requirements for the Reservations Clerk include High School graduate, or equivalent; at least one year of office experience with heavy phones and light bookkeeping.

The ideal Reservations Clerk will have

- the ability to prioritize and perform various duties simultaneously in a calm and efficient manner.
- the ability to work with little supervision and be detailed oriented.
- the ability to communicate thoroughly and succinctly on the phone and via email.
- strong computer literacy skills, including experience with Microsoft Word, Excel and Outlook.
- accurate cash handling skills.

Compensation includes a competitive hourly rate commensurate with education and experience along with other benefits.

To apply, please submit a cover letter and resume to: Marina Gardiner, Guest Services Director; marina@achievetahoe.org

Position is available immediately and will remain open until filled.

Achieve Tahoe is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

"If I Can Do This, I Can Do Anything!"sm

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