



JOB ANNOUNCEMENT GUEST SERVICES COORDINATOR

About the Organization

A non-profit organization, Achieve Tahoe leads the way in providing adaptive sports and outdoor recreation for people with disabilities and their families. 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

Based at Palisades Tahoe at Alpine Meadows in North Lake Tahoe, CA, Achieve Tahoe serves over 700 individuals annually. A team of committed and experienced professionals lead over 200 active and dedicated volunteers. By joining this experienced team, the Guest Services Coordinator will capitalize on Achieve Tahoe's mission and financial success by coordinating participant outreach and reservations for Achieve Tahoe programs.

About the Position

The Guest Service Coordinator is a full-time, year-round position. Under the direction of the Guest Services Director, the Guest Services Coordinator is responsible for coordinating program reservations and participant outreach.

Primary duties include:

- Communicating all program details and requirements to participants during booking process.
- Accurately processing program reservations and payments.
- Greeting and checking-in participants in a courteous and professional manner.
- Maintaining accurate participant information across multiple databases.
- Answering the phone in a courteous and professional manner.
- Promoting and selling Achieve Tahoe merchandise.
- Increasing outreach to people with disabilities and those who serve them.
- Working with the program team to ensure that each program day runs smoothly, efficiently, and safely.
- Complying with and enforcing all Achieve Tahoe policies and procedures.
- Interacting positively and successfully with staff, volunteers, participants, and public and private entities.
- Representing Achieve Tahoe in a positive and professional manner.
- Other duties as assigned by the Guest Services Director.

Requirements for the Guest Services Coordinator include completion of High School, or equivalent. One year experience in a reservation and/or front office position.

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

Tel: 530.581.4161 | Fax: 530.999.2245 | P.O. Box 8339, Truckee, CA 96162 | www.AchieveTahoe.org
Physical Address: 2680 Alpine Meadows Road, Alpine Meadows, CA 96146



The ideal Guest Services Coordinator will have a college degree and at least five years of experience in a reservation and/or front office position and possess excellent customer service skills.

The ideal Guest Services Coordinator will have the knowledge, skill, and ability to:

- ensure delivery of a high level of customer service and professionalism at all times.
- communicate effectively and respectfully, verbally and in writing, with customers, general public, co-workers, and volunteers.
- maintain accurate reservation records and participant information across multiple databases.
- accurately handle cash and merchandise inventory.
- gain a broad understanding of disabilities and adaptive sports.
- develop and maintain successful relationships with schools, services and organizations serving people with disabilities.
- successfully communicate participant reservation information to the Program Team.
- prioritize and perform various duties simultaneously in a calm and efficient manner.
- demonstrate a comprehensive knowledge of Microsoft Word, Excel and Outlook, and CRM applications.
- represent Achieve Tahoe in a positive and professional manner.

This job announcement is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Compensation Starting pay range is \$23-\$26 per hour commensurate with experience. Health insurance, paid time off, and other benefits included.

Work Schedule is full-time, year-round. The work week will include weekends seasonally.

To apply, please submit a cover letter, resume and Achieve Tahoe employment application to: Cindy Smith, Administrative Director; Cindy@AchieveTahoe.org

For more information, go to www.AchieveTahoe.org.

The position is available immediately and will remain open until filled.

Achieve Tahoe is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

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