

BLIZZARD SKI & SNOWBOARD SCHOOL POSITION DESCRIPTION

Title: Office Assistant

Reports to: Office Manager

Approved: August 9, 2016

DUTIES AND RESPONSIBILITIES:

Customer Service:

Answer phone and emails to facilitate positive relationships with parents, families, retail and community partners and increase program membership. Assemble member, instructor and chaperone packets and mailings. Develop and maintain relationships with vendors. Coordinate lost and found collection. Assemble approved donation certificates.

Office Services:

Maintain accurate and up-to-date member and staff profiles, including but not limited to: programs, lesson and testing status and school information. Prepare supplies and ensure thorough set-up for all weekly trips. Assist in the development of new strategies or procedures to improve efficiency of operations.

Event Coordination:

Manage pre-, during, and post-season member/staff/community events including, but not limited to: Retail partner tent sales, Community partner open house events, Blizzard Member Days at retail partner shops, Teen Bonfire Night, Ski Challenge, Spirit Mountain trip.

PROFESSIONALISM:

- Maintain attendance and punctuality
- Promote teamwork and a positive attitude
- Organize duties and responsibilities effectively
- Maintain flexibility in job duties
- Exercise good judgment
- Initiate new projects and ideas
- Complete tasks by assigned due dates
- Promote respect for all members and staff
- Effective, consistent communication with office staff and program directors

QUALIFICATIONS/EXPERIENCE:

- Experience in office work, data entry and/or customer service
- Excellent written and oral communication skills, including email and phone
- Proficiency with computer applications such as web-based email and Microsoft Outlook, Excel and Word

PHYSICAL DEMANDS:

- Independent mobility throughout the Metro Area
- Sitting, talking and listening for long periods of time
- Frequent written and verbal communication
- Light lifting, possibly up to 20 pounds

WORK ENVIRONMENT:

- Direct contact with members, staff, parents, and professionals
- Office work, computer and telephone usage, and travel within the Metro Area

OTHER:

Perform all other duties as assigned or that are identified as a need

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.