

## MEMBER SERVICES ASSOCIATE

### Reports to: Office Manager

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The Member Services Associate is responsible for assisting in customer service activities and supporting the operations of Blizzard Ski & Snowboard School. This part-time, seasonal position will perform various administrative and clerical duties to support 1200 members and 150 staff.

### DUTIES AND RESPONSIBILITIES:

- Communicate with members, parents and staff via phone calls and email
- Enter member and staff information in company CRM
- Prepare materials and logistics for special events for members and staff
- Assemble welcome packets for all members and staff
- Assist with weekly trip preparations
- Enter instructor lesson hours weekly using Excel
- Coordinate membership lost and found
- Attend minimum of four ski/snowboard trips during the season
- Other duties or projects as assigned

### PERSONAL SKILLS & ABILITIES:

- High dependability
- Detail oriented
- Results focused
- Natural problem solver
- Organize responsibilities to meet deadlines
- Effective, consistent communication skills
- Ability to work independently and in a team environment

### QUALIFICATIONS & EXPERIENCE:

- Previous experience in administrative office work
- Proficiency with Microsoft Office suite
- Ski and snowboard industry knowledge preferred, but not required

### WORK ENVIRONMENT:

- Direct contact with staff, parents, and industry professionals
- Office and computer work

### COMPENSATION:

- 15-20 hours per week, September through March
- In-office Mondays and Fridays, 9am-3pm plus one flex day remote or in-person
- \$20-25 per hour depending on qualifications and experience

### APPLY BY AUGUST 9:

Send cover letter and resume to Kris Ebert, Office Manager, [office@blizzardmn.com](mailto:office@blizzardmn.com)

t: 763.559.3343

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