

Job Title:	Coordinator - Sales and Reservations I
Location:	Sports Authority Field at Mile High, Denver, CO
Department:	Operations and Communications
Reports to:	Supervisor – Customer Service
Supervises:	N/A
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Classification:	<input checked="" type="checkbox"/> Year Round <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time

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 Sports Authority Field at Mile High.

Position Overview:

The Customer Service Sales and Reservations - I manages the client reservation process from initial point of contact through statistical tracking. This position manages group and individual invoicing and billing from initial contact from reservation through final payment. Additional duties include office support of facilities, equipment and maintenance.

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.

Duties and Responsibilities:

- Completes individual and group reservations including scheduling, invoicing, preparing contracts, payment maintenance and statistical accounting.
- Recommends improvement processes for data entry, queries, importing and exporting files and statistical reports including training materials.
- Completes creation and maintenance of client information, records and files.
- Generates individual and group lesson sales through phone, email and outreach efforts.
- Maintains database accuracy for statistical reporting, identifies and implements coding accuracy.
- Manages year-round reservation preparation based on seasonal product offering and weekly group/custom reservation framework.
- Confirms post reservation closure including outstanding balance collections and statistical accuracy of attendance.
- Present, promote and sell products/services to existing and prospective customers.

- Performs daily duties of sales, reservations and reception including daily phone and email, data entry and participant charts/files updates.
- Undertake a variety of day-to-day office and clerical tasks, including, but not limited to phone, copier and office maintenance.
- Inventory, track and order office supplies.
- Stadium facilities primary contact.
- Attends organizational meetings and trainings.

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 environment through communication and interaction that demonstrates respect for diversity, socio-economic and cultural differences.

Other duties may be assigned

Education and Experience Required:

- High School Diploma or Equivalent.
- Bachelor’s degree preferred.
- Competency in Microsoft Office Suite, Raiser’s Edge.

Additional Experience/Attributes:

- Demonstrated initiative and ability to work with minimal guidance using sound judgement.
- Mental acuity including ingenuity, analysis/problem solving skills, creativity, and concentration.
- Ability to work collaboratively with colleagues and staff in a team-oriented environment.
- Knowledge of physical and cognitive disabilities and the adaptive sports industry is preferred.
- Able to maintain confidential information and accountability.

Work Schedule

This is a full time, year round position. The typical work schedule is Monday – Friday 8:00 am – 5:00 pm. This position will require some weekends and/or evenings to support the needs of the agency.

Salary: A competitive compensation and benefits package is available.

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 regularly scheduled duties, programming and events.
- 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.
- Must possess a Colorado Driver’s License, and meet background check criteria regarding clearance to drive the NSCD vehicles.

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.