



July 2010

Position Available: Passport Program Coordinator

Colorado Ski County USA (CSCUSA) is the not-for-profit trade association representing twenty-two ski resorts throughout Colorado. Based in downtown Denver, the organization focuses on Marketing, Public Policy and Communications.

The 5<sup>th</sup> & 6<sup>th</sup> Grade Passport Programs are an integral part of our trade association. The opportunity to ski or snowboard in Colorado has become a right-of-passage for children living in the state. Every year, the Passport staff process 20,000 applications in house. This year we are launching the First Class Program. The first of its kind in the country, this new program offers 5<sup>th</sup> graders who have never skied or snowboarded before the opportunity to take a free lesson and learn the state's signature sport.

The Passport Program Coordinator is a seasonal position. The coordinator will be part of a three-person team responsible for the execution of this program. The ideal candidate for this position must possess strong customer service skills and be highly organized.

Primary Responsibilities:

- Manage all aspects of first contact with customers:
  - o Phone greetings
  - o Auto respond messages via email
- Manage resort discount coupons associated with the program
- Answer general passport requests for information via phone and email
- Assist in writing copy for electronic newsletters
- Manage various databases
- Process applications in a timely manner
- Data entry
- Report to the Passport Lead

Qualifications:

- Strong customer service skills
- Multi-tasking
- Writing skills
- Proactive, solid analytical skills, detailed oriented
- Resourceful problem solving and follow-up skills
- Ability to meet deadlines
- Knowledge of Microsoft Word and Excel

Additional Desired Qualifications:

- Speaking knowledge of Spanish

Compensation and benefits:

- August – February, 30-35 hours a week, Monday-Friday
- \$10/hour
- One VIP Pass which allows one day of skiing/snowboarding at each of 21 participating member resorts

How to Apply:

Interested persons who meet the minimum required qualifications should forward their resume and cover letter mentioning the position for which they are applying to:

[employment@coloradoski.com](mailto:employment@coloradoski.com) (please put *Passport Coordinator* in the subject line)

-or-

Employment  
Colorado Ski Country USA  
1507 Blake St  
Denver, CO 80202

Colorado Ski Country USA will consider all qualified applicants on the basis of their resumes. Subsequently, CSCUSA will identify a set of finalists and will schedule interviews with those applicants. Submission of a resume will not necessarily result in an interview. CSCUSA will not respond to telephone inquiries as to the status of individual applications.

Application Deadline: July 30, 2010