



Higher Ground USA

Job Description

Current as of September 2023

Position Title	Higher Ground Front Desk Staff
FLSA Status	Non-Exempt
Reports To	Adaptive Sports Program Coordinator
Compensation	Hourly, Part-Time, starting at \$17/hr

The mission of Higher Ground (HG) is to enhance quality of life through therapeutic recreation and education. The Front Desk Staff position requires a friendly, organized individual with exceptional communication skills, as they will be communicating with guests, seasonal ski instructor staff, volunteers, Higher Ground participants, full-time staff and Sun Valley employees.

Administrative:

- Provide primary receptionist duties; answer phone calls and questions in regard to the Higher Ground Adaptive Ski School.
- Proficiency in Microsoft office platform and other software programs as necessary.
- Assist participants in registration for programming.
- Field questions related to Higher Ground's Adaptive Ski School.
- Organize office supplies and ski equipment as necessary.
- Implement participant intake process and scheduling of lessons.
- Communicate effectively with all staff, participants and stakeholders.
- Learn and become proficient in Community Pass registration software.

Key Interfaces:

- Adaptive Sports Program Coordinator
- Ski Instructor Staff
- Program Managers
- Volunteers
- Participants

Position Scope:

Number of Employees Supervised: 0

Number of Volunteers Supervised: Directly: 0 Indirectly: Hundreds

Geographic Information: Sun Valley, Idaho

Physical Requirements:

Dollar Mountain Desk Staff role may require:

- Regular interaction with participants, parents and donors
- Occasional lifting of equipment and gear up to 50 pounds
- Being flexible and adaptable
- **Weekend work required**

To apply, please send resume and cover letter to Maggie Johnson by October 13th, 2023

maggie@highergroundusa.org
715.651.4996

The above statements are intended to describe the general nature of work performed by the employee in this job. Specific duties and responsibilities may vary by position.

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