



Higher Ground USA

Job Description

Current as of September 2024

Position Title	Higher Ground Front Desk Staff
FLSA Status	Non-Exempt
Start Date	November 2024-April 2025
Reports To	Adaptive Sports Program Manager
Compensation	Base pay: \$17/hr based on experience

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.

Primary Responsibilities:

- Provide receptionist duties; answer phone calls and questions regarding the Higher Ground Adaptive Sports Program
- Demonstrate proficiency in Microsoft Office 365 platform and other software programs
- Assist participants in registering for programs and lessons
- Acquire knowledge of all adaptive disciplines to better assist the registration process
- Organize office supplies and ski equipment as necessary
- Implement participant intake process and scheduling of lessons
- Assist program managers with monthly reporting duties
- Communicate effectively with all staff, participants and stakeholders
- Learn and become proficient in Community Pass registration software

Key Interfaces:

- Adaptive Sports Program Manager
- Snowsports Instructor Staff
- Program Coordinators, Managers & Director
- Volunteers
- Participants & families

Position Scope:

- Number of Employees Supervised: 0
- Number of Volunteers Supervised: Directly: 0 Indirectly: many
- Geographic Information: Sun Valley, Idaho

Requirements:

Front Desk Staff role will require:

- Regular interaction with participants, families, staff, donors & all HG stakeholders
- 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 18^h, 2024

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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