



## Customer Service Lead

### About Bluebird Backcountry

Bluebird Backcountry is the first and only fully human-powered, inbounds backcountry ski area in the country. With a mission to make backcountry skiing safer and easier to learn, our operation features a 1,200-acre avalanche-evaluated and ski-patrolled area with zero chairlifts. Guests come to try backcountry skiing, develop their backcountry skills, and explore new terrain in a relatively safe, welcoming, social, and COVID-friendly backcountry environment. In short, we bring together the comforts of a ski resort, the expertise of a guide service, and the adventure of the true backcountry. We are located on the Continental Divide in Colorado, halfway between Kremmling and Steamboat Springs (just over a 30-minute drive from both).

Our team has a welcoming, energetic, get-it-done culture. We are excited to introduce a new way to think about skiing... and to see just how far we can take the Bluebird Backcountry concept.

### Job Summary

We're looking for an individual with excellent people skills and the ability to make strangers feel at ease. We need someone who is enthusiastic about making backcountry skiing and splitboarding more welcoming, educational, and social. The ideal candidate:

- Is looking for full-time winter seasonal work with some availability (roughly 5–10 hours/week on average) in the offseason
- Has exceptional written and verbal communication skills
- Has at least two years of customer service experience, ideally in a ski area or guide service environment
- Is able to work collaboratively in a small grassroots environment
- Has database management experience
- Is able to manage a small crew of on-site Guest Services staff and volunteers
- Is familiar with Bluebird Backcountry, our mission, and our goals
- Has a passion for backcountry skiing and sharing the sport
- Is able to assist with social media content and online feedback inquiries

### Duties

This position begins immediately, with work ramping up to full time during the winter season.

- Act as a Bluebird Backcountry ambassador—provide exceptional customer service to current and prospective customers online and in person

- Monitor [info@bluebirdbackcountry.com](mailto:info@bluebirdbackcountry.com) email address and respond to all inquiries within 24 hours
- Monitor database and respond to questions and inquiries there
- Respond to Google and Facebook reviews
- Manage staff of on-site Guest Services employees and volunteers
- Build guest, rental, lesson, and guide rosters for each open day
- Communicate regularly with co-founders and implement necessary changes throughout the season
- Work closely with Social Media Lead to create resonant content that highlights the Bluebird Backcountry experience and provide guidance on social customer service inquiries
- Uphold, promote, and support the Bluebird Backcountry vision of fostering a community of passionate backcountry skiers and riders
- Attend weekly Planning Squad call with full Bluebird Backcountry team and report on Guest Services happenings
- Other duties as assigned

## Location

Bluebird Backcountry is located halfway between Kremmling and Steamboat Springs, Colorado. The Customer Service Lead will primarily be responsible for remote communication with customers (phone, email, social media platforms) during the offseason. However, during winter, we hope our customer service lead will be on site, so preference given to candidates based in Colorado Front Range or Summit, Grand, Jackson, or Routt Counties.

## Compensation

- \$20/hour for all remote customer service in the offseason (expect an average of 10 hours/week)
- \$25/hour for all on-site guest services work during the winter (40 hours/week)
- Bluebird Backcountry 2021 season pass, guest passes for friends and family, and other perks

## To Apply

Contact Erik Lambert at [erik@bluebirdbackcountry.com](mailto:erik@bluebirdbackcountry.com) with “Customer Service Lead” in the subject line. Include the following:

- A resume detailing your experience and contact information
- A brief cover letter noting your availability, location, and why you’d be the perfect fit for Bluebird Backcountry