



Guest Services Specialist (Remote)

About Bluebird Backcountry

Bluebird Backcountry is the first and only fully human-powered, in-bounds 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 part-time winter seasonal work (roughly 10–15 hours/week on average)
- 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 familiar with Bluebird Backcountry, our mission, and our goals
- Has a passion for backcountry skiing and sharing the sport

Duties

This position begins immediately and will run through mid-April, with potential to extend into the offseason at reduced hours. Duties:

- Act as a Bluebird Backcountry ambassador—uphold, promote, and support the Bluebird Backcountry vision of fostering a community of passionate backcountry skiers and riders
- Provide exceptional customer service and support to current and prospective customers through phone and CRM software

- Monitor info@bluebirdbackcountry.com email address via Help Scout (our CRM software) at select times and respond to inquiries in a timely manner
- Pull guest reports and send pre-visit and post-visit emails on select days
- Book reservations, make changes, and process refunds in reservation database
- Respond to Google and Facebook reviews
- Communicate regularly with guest services and storytelling teams to implement improvements as necessary
- Attend weekly call with guest services team
- Other duties as assigned

Location & Schedule

This Guest Services Specialist role is a remote position and can operate from anywhere with good Internet and phone access. Expected days and hours include the following through mid-April:

	M	T	W	Th	F	S	Sn
AM (~8–10)		1-3 hours	2-3 hours			2-3 hours	
PM (~4–9)	1-3 hours	1-3 hours	2-3 hours			2-3 hours	1-3 hours

The expectation is that customers are always responded to within 12 hours.

Work days and times may change, expand, or contract as necessary. There may be opportunities for limited off-season work.

Compensation

- \$20/hour (expect an average of 10–15 hours/week)
- Bluebird Backcountry 2021 season pass and other perks

To Apply

Contact Soraya McMahon at soraya@bluebirdbackcountry.com with “Guest Services Specialist (Remote)” in the subject line. Include the following:

- A resume detailing your experience and contact information
- A brief cover letter noting your availability, location, why you’d be the perfect fit for Bluebird Backcountry, and tell us about a time you gave a customer excellent customer service.