



## Guest Services Associate (FT)

### 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.

### Job Summary

We're looking for a couple of individuals with excellent people skills to round out our guest services team. This role provides customer service to guests on site at Bluebird Backcountry. The ideal candidates are enthusiastic about making backcountry skiing and splitboarding more welcoming, educational, and social.

To apply, please email a resume and brief cover letter to [jobs@bluebirdbackcountry.com](mailto:jobs@bluebirdbackcountry.com).

### Duties

- Act as a Bluebird Backcountry ambassador by providing exceptional customer service to current and prospective customers online and in person
- Assist guests with their reservations, rentals, and merchandise in a friendly and efficient manner
- Monitor our CRM to respond to questions and inquiries quickly and efficiently
- Manage the customer database and reservation system
- Communicate effectively and enthusiastically with guests about the mountain and conditions

- Monitor the Mountain Portal to ensure all guest passes are scanned and that all safety procedures are followed
- Assist with on-mountain and base area events and activities when needed
- Work collaboratively with a small team in a high energy environment
- Communicate regularly with management to highlight areas for improvement
- Other duties as assigned

### **What Makes This Job Great**

- Interact with a wide variety of fun and stoked guests
- Daily scheduled ski breaks
- Work with a small, driven team to build a backcountry ski area

### **Qualifications and Experience**

- Excitement to meet and help Bluebird's guests
- Ability to learn new skills quickly
- Bonus points for customer service experience
- Feels confident with learning new database/POS/Reservations systems
- Passionate backcountry skier or splitboarder, or interested in learning

### **Compensation, Location, and Housing**

- This is a full-time, seasonal position from late November 2022 through early April 2023
- Pay is \$20-23 per hour, depending on experience
- Bluebird Backcountry is located between Kremmling and Steamboat Springs Colorado, approximately a 35 minute drive from each: [Google Maps pin here](#)
- We can provide employee housing if needed at a significantly discounted rate

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