



Job Title: Volunteer and Guest Services Coordinator
Job Location: Colorado Welcome Center, 928 E. Main St. Cortez, Colorado
Reports to: Executive Director

Overview: Mesa Verde Country Tourism Office strives to provide a visitor's first memorable impression of Colorado hospitality. We're looking for people who are committed to creating an engaging experience for the public.

POSITION: The Volunteer and Guest Services Coordinator is responsible for the oversight of operations for the on-site visitor experience within the organization, as well as attracting, training and retaining exceptional volunteer travel counselors. This position also requires assisting in marketing efforts by Mesa Verde Country. The Coordinator works closely in a team environment to achieve the organization's objectives.

RESPONSIBILITIES AND DETAILS:

- Oversees Volunteer Travel Counselors program.
- Oversees Hospitality training for Counselors and staff.
- Oversees general operations of facility.
- Assists with general marketing duties.
- Manage tourism questions and requests pertaining to Colorado and surround region.
- Collaborates in a team-driven environment.
- Occasional in-state travel required.
- Limited physical duties involve handling freight and storeroom organization, and other groundskeeping duties as needed for an exceptional visitor experience.
- Any additional duties as requested by the Executive Director.

Qualifications needed:

This position requires a self-starter who is outgoing and enthusiastic; shows attention to detail, and possesses strong leadership abilities. A positive attitude and good judgment is essential. The ideal candidate should have exceptional interpersonal communication skills; ability to work independently, as well as in a team environment; capable of multi-tasking and willing to anticipate needs to proactively assist others. Flexibility with work hours is desired and some holiday work is required. Additionally, the candidate must demonstrate conflict resolution skills and abilities. Excellent proficiency in Google Apps, Microsoft Word, PowerPoint, and Excel is essential. Digital and Social Media proficiency is essential.

COMPETENCIES:

- **Hospitality**- Responsively assess and address the needs of both internal and external visitors; establishes visitor rapport and offers informative resources and how it relates to organization as a whole.
- **Communication** - Is understood and understands others; clearly articulates key points when writing and speaking; actively listens; effectively interprets non-verbal communication. Responsive, not reactive.
- **Operations Proficiencies**- Understands in-building proficiencies, contractual maintenance and collaboration with building and its occupants.
- **Team Player** – Understands the collaborative process and enjoys arriving at solutions with a team.
- **Negotiation & Issue Resolution** - Openly manages conflict and disagreement through collaborative discussion to reach positive conclusions; arrives at constructive solutions while maintaining positive working relationships; seeks win-win situations.

EDUCATION AND EXPERIENCE: Bachelor's degree or equivalent (4) years experience in; hospitality, project management, guest relations, administration, or office management, marketing and communications, digital and social media management and content development.

Candidates should have a high proficiency in writing, ability to meet deadlines and work with a flexible schedule, and possess a valid driver's license.

Compensation:

- This is an exempt position, and a competitive salary package is offered commensurate with qualifications and experience.
- Must be legally eligible for employment in the United States. Must be able to successfully pass background check requirements. Mesa Verde Country is an Equal Opportunity Employer.

How to Apply:

Obtain an employment application at mesaverdecountry.com/employment/ or contact Mesa Verde Country at jobs@mesaverdecountry.com. Please send completed application, resume, cover letter, references, plus examples of your work to:

jobs@mesaverdecountry.com or mail to: Mesa Verde Country Attn: Kelly Kirkpatrick
P.O. Box HH, Cortez, CO 81321