



Job Title:	BASE Action Coordinator	Job Category:	Full Time
FLSA Status:	Non-Exempt/Hourly	Position Type:	Year Round
Reports To:	BASE Front Desk Manager	Supervises:	N/A
Start Date:	June 2025		
Expected Schedule: (to be reviewed quarterly)	Flexible with scheduling and available to work operational hours of BASE, which may include days, evenings, and weekends.		
Responsibilities	<p>Including but not limited to:</p> <p>Provide excellent member service.</p> <p>Assist with selling BASE annual, seasonal, and day passes.</p> <p>Establish and maintain good relationships with volunteers, staff, passholders, and program participants.</p> <p>Stay up to date on community-wide events, happenings, programs and services.</p> <p>Serve as a community navigator.</p> <p>Address member concerns immediately elevating any critical concerns to appropriate leader.</p> <p>Support Program Manager and Program Coordinator.</p> <p>Identify patrons in need, and refer them to the necessary behavioral health resources, programs and services.</p> <p>Serve as a mentor and leader to young children and teenagers.</p> <p>Assist with all cleaning duties of the BASE building.</p> <p>Offer additional support to custodial staff.</p> <p>Assist with climbing wall.</p> <p>Perform other duties as assigned.</p>		

POSITION SUMMARY

The BASE Action Coordinator is responsible for delivering excellence in all community facing administrative and recreational endeavors, while also ensuring safety protocols for the building and its members are upheld. He/She displays passion for fitness and wellness and has exceptional communication skills with the willingness to support and direct visitors and community members in all recreational pursuits and provide resources for those with behavioral health concerns. The Action Coordinator is responsible for completing daily checklists, setting up scheduled activities, and providing support to the BASE Front Desk Manager BASE and Operations Manager.

ESSENTIAL JOB FUNCTIONS



- Assist members with the development of their experiences and engagement.
- Create a warm and welcoming environment for the Big Sky Community.
- Spend 90% of the time at the member service desk and in wellness areas.
- Follows policies, process, and best practices.
- Complete daily checklist and cleaning checklist.
- Become well versed in the membership and program software.
- Complete incident reports as needed; submit to appropriate manager.
- Assume other duties deemed necessary by BASE Front Desk Manager.

EDUCATION AND EXPERIENCE

- Customer service experience preferred.
- Computer proficiency including email communication, knowledge of Microsoft Word, Excel, digital photo downloading and sharing, database management, and ability and willingness to learn other software as needed.
- Strong communication skills
- Organizational abilities.

PHYSICAL REQUIREMENTS

- Must be able to work indoors and outdoors in variable weather conditions and extreme temperatures.
- Must be able to work in a moderately noisy environment.
- Must be able to listen, hear and talk in the English language.
- This position is very active and requires employees to frequently stand, walk or run during the workday or for long periods of time.
- Occasionally required to climb or balance.
- Must be able to frequently lift a minimum of 50 pounds without assistance and occasionally lift up to 100 pounds with the assistance of another team member or mechanical assistance (such as a hand cart, etc.).

PERFERRED SKILLS AND BACKGROUND

- Climbing experience preferred but not required.
- Ability to work independently with limited supervision in a field and office environment.
- Must possess excellent interpersonal and customer service skills.
- Ability to work with a team.
- Ability to work effectively and diplomatically with people of diverse interests and personalities.
- Have a valid driver's license and good/ clean driving record
- Ability to keep neat and accurate records and reports with great attention to detail.
- Must pass a background check.

DISCLAIMER AND ACKNOWLEDGMENT

This job description is only a summary of typical functions and essential duties being performed by individuals assigned to this position. The actual duties, roles and responsibilities may differ slightly from this job description and is not intended to be an exhaustive list. In signing this form, I understand the position's requirements and I acknowledge that I can perform these essential job functions satisfactorily, as outlined above.

Employee's Signature

Date:



Employee Name <i>(print)</i>			
Approved By:		Date:	
Last Updated By:		Date:	