

CRESTED BUTTE WILDFLOWER FESTIVAL
2023 Customer Care Specialist

JOB DESCRIPTION:

Under the supervision of the Assistant Director & Director, this 420-hour, fun, and hands-on position will run from approximately January 1 - September 30, 2023. The Customer Care Specialist will be responsible for assisting with the day-to-day operations of the Crested Butte Wildflower Festival (both in-person in Crested Butte and at times remotely) in the months leading up to, throughout, and following the Festival in accordance with the following schedule:

- January: 10 hours, 2-4 hours/week
- February: 50 hours, 10-15 hours/week
- March: 50 hours, 10-15 hours/week
- April: 40 hours, 8-12 hours/week
- May: 40 hours, 8-12 hours/week
- June: 80 hours, 18-22 hours/week
- July: 100 hours, including 80 hours July 8-17
- August: 25 hours, 5-7 hours/week
- September: 25 hours, 5-7 hours/week

Responsibilities include, but are not limited to:

Customer Service:

- Answering phone/email/in-person inquiries
- Processing orders, registrations, transfers, and refunds
- Packaging and shipping merchandise
- Assisting with an online survey to participants after the Festival
- Training Festival Assistants

Social Media/Publicity:

- Assist with posting on our website, social media platforms, and sending e-blasts
- Assist with regular press releases to Gunnison Times & CB News

Other Projects:

- Assist with onsite boutique during the Festival; selecting Boutique merchandise, placing orders with vendors, collecting and pricing merchandise, and collecting and organizing invoices
- Assist with the recruitment of homes/gardens and organization of the Tour of Crested Butte Gardens
- Assist with other projects as needed (Farmer's Markets, Member Appreciation Party, etc.)

Qualifications:

- Junior or Senior status at Western Colorado University with a 3.0 GPA or above
- Experience with event planning, administration, and communications preferred with a track record of *excellent* organizational, written, and verbal communication skills
- Experience with or willingness to learn Configio - Event Management Software
- Experience with Microsoft Excel/Google Sheets
- Experience in collaborating with a team

- Demonstrated excellence in creative problem-solving, attention to detail, adaptability, time management, and autonomy
- First Aid and CPR Certified (or willing to become certified in May/June, paid for by the CBWF)
- Willingness to jump in and take the lead on projects as needed (Farmer's Market, Boutique, etc.)
- Ability and willingness to drive for various errands (preferred but not required)
- Familiarity with non-profit environments (preferred but not required)
- Possess a can-do attitude and eagerness to learn and support our mission to advocate for the appreciation and preservation of wildflowers

Compensation:

- \$16/hour
- Possibility of up to 3 credit hours through Western Colorado University

Application:

Please send an updated resume and letter of interest to our Assistant Director, Olivia Murphy-Welconish: Olivia@cbwildflower.com to begin the interviewing process. Applications will close on **February 14, 2023, or when the position is filled.** We anticipate hiring by March at the absolute latest and encourage all interested individuals to apply sooner than later.

Thank you for your interest. We look forward to meeting you!