

Job Title: Guest Services Coordinator

Hours: Full Time

Wage: Hourly | \$19-\$21 DOE

Reports to: Guest Service Lead

Job Description: This role involves managing daily interactions, addressing inquiries, and providing a seamless experience for everyone who visits our facility. The Guest Service Coordinator is the customer's first and last impression of DirtFish Rally School! This job requires a genuine welcome for our clients, and strongly influences the atmosphere of DirtFish. As such, a mature, friendly and engaging personality is required. This role ensures positive interaction with our guests, students, vendors and suppliers. Qualified candidates need to have an endlessly positive attitude and be very detail oriented.

Responsibilities include:

- Opening and closing of office
- Manage the scheduling and logistics for events, classes, and activities, coordinating with instructors and other staff members as needed
- Work with the Sales Director to assist in the booking of programs and thrill rides
- Safety response point person (radio communication)
- Educate guests and prospective students about school programs, schedules, events, and facilities in-person, over the phone, at events, and via email; as well as providing tours as needed
- Maintain clear and effective communication with guests, instructors, and other staff to ensure smooth operations
- Prioritization of daily tasks
- Handle check-ins, registrations, and payments, as well as prepare and maintain course orders and customer files
- Orchestrate student and staff lunches; placing order, and pickup when needed (driving a marketing car)
- Ensure that the guest areas and facilities remain clean, organized, and well-maintained at all times

- Handle the receiving of deliveries at the office (check in delivery drivers and direct them to the appropriate department)
- Work with the team to address and resolve any issues or concerns that arise promptly and effectively, striving to exceed guest expectations
- Gather and analyze guest feedback to continually improve service quality and guest satisfaction
- Oversee the weekly supply order for the office
- Restocking of retail floor; processing of in-store and online retail orders
- Attend and assist with events when needed (on site and off site)

Skills, Education and Other Requirements:

- Friendly, hardworking and helpful with a positive attitude
- Strong organizational and multitasking abilities
- Ability to work effectively both independently and as part of a team
- Punctuality required
- Customer service background is a plus!
- Sales experience is a plus!
- Working knowledge of the Microsoft Office suite; computer savvy and technology friendly is helpful
- Passion for motorsports makes the position relatable, but not required
- **Active Driver's License with clean driving record required**
- **Weekends required**
- **Must live local**
- **Must be at least 18 years old**

Benefits:

Benefits include medical, dental, vision, life insurance, 401k, as well as paid time off and other DirtFish specific benefits such as free and discounted classes and discounts with current partners/sponsors of DirtFish.

- Medical benefits are offered after 60 days to 32+ hour per week employees only

About DirtFish: At DirtFish, we are a well-established business that loves Rallying! Don't know what that is? Check out www.DirtFish.com/. If you are intrigued, consider applying. It is a great sport and we are a growing business!

DirtFish is a casual, dog friendly working environment where we thrive as a team, all while supporting each other across multiple roles to get the job done for our clients. Our team loves where we work! Team members can participate in an 'employees only' rally day where you can take your personal car out for a little sideways action. We have snacks and drinks on-hand, and even the occasional friendly sim racing competition in our gaming room. Employees get a yearly allowance for DirtFish swag and the ability to participate in DirtFish classes free of charge.

More Info: DirtFish was founded in 2010 as a rally driving school. It continues to fulfill its original mission as an organization to become the world's best rally school, having educated more than 14,000 driving enthusiasts on the skills required to drive a rally car – and control any vehicle on a loose surface – to date.

Headquartered just outside Seattle, Washington, USA, in Snoqualmie, DirtFish has more than 300 acres of property to serve as its rally playground. In addition to the DirtFish Rally School and newly launched DirtFish Media platform, the DirtFish eco-system also includes much, much more.

DirtFish Motorsports is a two-time ARX2 championship-winning team. DirtFish Performance Shop specializes in rally vehicle builds and accessories. DirtFish Merchandise is your source for rally-inspired apparel. DirtFish Events is a global team supporting rallies and events worldwide, large to small. DirtFish Giving is a philanthropic platform dedicated to supporting the Seattle community.

Vision Statement: ALL RALLYING. ONE SOURCE. DIRTFISH.