



Delivery in Avon, CO
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The Delivery Desk & Office position is an integral part of the Venture Sports Delivery Department, supporting both our customers and team of Delivery Drivers throughout the rental process. This fast-paced position requires strong communication, organization, attention to detail, and the ability to remain composed while managing multiple priorities.

Office staff coordinate the administrative side of each rental delivery from the initial reservation through final billing. This includes communicating with customers to gather reservation details and schedule delivery times, preparing rental paperwork, building the daily delivery schedule, supporting drivers throughout the delivery process, and completing customer billing once deliveries are finished.

While primarily office-based, this position serves as a central point of communication between customers, Delivery Drivers, and other Venture Sports staff. We are looking for someone who is dependable, comfortable working under pressure, and willing to jump in wherever needed to keep daily operations running smoothly.

Responsibilities *(to include but not limited)*

- Provide a high level of customer service while answering incoming phone calls and responding to customer emails
- Receive and process rental reservation requests by phone and email
- Coordinate with customers to determine and schedule delivery times
- Build and maintain the daily delivery schedule
- Prepare and organize necessary paperwork for daily deliveries
- Communicate reservation details, appointment changes, and customer notes with Delivery Drivers
- Provide support to Delivery Drivers throughout the delivery process
- Pull paperwork for scheduled equipment returns
- Complete daily billing and closing reports
- Work closely with Delivery Drivers, Corporate staff, and other Venture Sports locations
- Help customers determine their equipment needs and provide appropriate product recommendations
- Resolve customer questions and concerns efficiently and professionally
- Assist with opening and closing the warehouse
- Maintain a clean and organized office and warehouse environment, including trash removal, bathroom cleaning, vacuuming, dusting, and general upkeep
- Follow all Venture Sports policies and procedures, including uniform and personal presentation standards

Requirements

- Strong verbal and written communication skills, particularly by phone and email
- Excellent customer service and interpersonal skills
- Strong organizational skills and attention to detail
- Ability to multitask, prioritize, and work effectively in a fast-paced environment
- Ability to troubleshoot and resolve customer or scheduling issues
- Basic computer proficiency
- Experience with Google Workspace is a plus, but not required
- Comfortable working collaboratively in a shared workspace
- Ski, snowboard, rental, or ski industry experience is a plus
- Ability to clearly speak, read, and write in English

Benefits

- Ski-friendly schedule
- Opportunity to demo available skis and snowboards
- Discounted equipment rentals
- Discounted tuning services
- Full-time employees are eligible for a Vail/Beaver Creek Merchant Ski Pass